



July 2, 2018

VIA ECFS AND HAND DELIVERY

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Accepted / Filed

JUL -2 2018

**Federal Communications Commission
Office of the Secretary**

**Re: ClearCaptions, LLC Annual Summary of Consumer Complaints
Covering June 1, 2017 – May 31, 2018 and
Request for Confidential Treatment
CG Docket No. 03-123**

DOCKET FILE COPY ORIGINAL

Dear Ms. Dortch:

ClearCaptions, LLC ("ClearCaptions" or "Company") hereby respectfully submits its annual summary of consumer complaints for its Internet Protocol Captioned Telephone Service ("IP CTS") in accordance with section 64.604(c)(1) of the Commission's rules¹ and the Public Notice² released on June 15, 2018. The attached summary in **Exhibit 1** includes all complaints made by consumers to ClearCaptions received between June 1, 2017 and May 31, 2018 that allege violations of the federal telecommunications relay services ("TRS") minimum standards.

The Public Notice also requires TRS providers to supply the total number of interstate relay calls. ClearCaptions provides that information in **Exhibit 2**. ClearCaptions requests confidential treatment of the information in Exhibit 2 pursuant to the applicable Protective Order and sections 0.457 and 0.459 of the Commission's rules.³ ClearCaptions is also submitting a redacted version of this filing pursuant to the Protective Order.⁴

¹ 47 C.F.R. § 64.604(c)(1).

² *Reminder to States and Interstate Telecommunications Relay Services Providers That The Annual Summary Of Consumer Complaints Is Due By July 2, 2018; Reminder of Ongoing Obligation to Report Contact Information and Substantive Changes in TRS Programs*, Public Notice, DA 18-630 (rel. Jun. 15, 2018) ("Public Notice").

³ *See Structure and Practices of the Video Relay Service Program; Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Protective Order, CG Docket Nos. 10-51 and 03-123, DA 12-402, 27 FCC Rcd 2557 (rel. Mar. 14, 2012) ("Protective Order"); 47 C.F.R. §§ 0.457, 0.459.

⁴ Protective Order ¶ 9. As instructed in the Public Notice ClearCaptions has filed the redacted version of this filing in CG Docket No. 03-123 only.

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ClearCaptions hereby requests that all of the information contained after the heading *****BEGIN CONFIDENTIAL INFORMATION***** and before the heading *****END CONFIDENTIAL INFORMATION***** be treated as Confidential Information under the Protective Order.⁵ As described below, the information contained between those headings is proprietary commercial and business information that is not customarily disclosed to the public or within the industry and is subject to Exemption 4 under the Freedom of Information Act ("FOIA").⁶ The confidential information has been redacted from the version electronically filed with the Commission.

1. Identification of the specific information for which confidential treatment is sought.

ClearCaptions requests confidential treatment of all information contained after the heading *****BEGIN CONFIDENTIAL INFORMATION***** and before the heading *****END CONFIDENTIAL INFORMATION*****.

2. Identification of the Commission proceeding in which the information was submitted or a description of the circumstances giving rise to the submission.

The information provided is required to be submitted in CG Docket No. 03-123 by section 64.604(c)(1) of the Commission's rules and the Public Notice.⁷

3. Explanation of the degree to which the information is commercial or financial or contains a trade secret or is privileged.

The confidential information contains competitively sensitive ClearCaptions IP CTS information that would cause harm to ClearCaptions if disclosed. This information is properly designated as Confidential Information under paragraph 2 of the Protective Order.⁸ In addition, this information constitutes proprietary commercial and business information under Exemption 4 of the FOIA.⁹ Accordingly, ClearCaptions requests that such information be treated as Confidential Information under the Protective Order and not be made routinely available for public inspection.

4. Explanation of the degree to which the information concerns a service that is subject to competition.

⁵ Protective Order ¶ 2.

⁶ 5 U.S.C. § 552(b)(4).

⁷ 47 C.F.R. § 64.604(c)(1); Public Notice at 1.

⁸ Protective Order ¶ 2.

⁹ 5 U.S.C. ¶ 552(b)(4).



The confidential information concerns IP CTS, a nationwide competitive service.

5. Explanation of how disclosure of the information could result in substantial competitive harm.

Disclosure of the confidential information would cause substantial competitive harm to ClearCaptions because it would provide competitors with insight into ClearCaptions' confidential information that is not generally available in the market, which would work to ClearCaptions' severe competitive disadvantage.

6. Identification of any measures taken by the submitting party to prevent unauthorized disclosure.

ClearCaptions routinely treats the confidential information as confidential and exercises significant care to ensure that such information is not inadvertently disclosed to its competitors or the public.

7. Identification of whether the information is available to the public and the extent of any previous disclosure of the information to third parties.

ClearCaptions does not make the confidential information available to the public, and this information is not generally disclosed to third parties.

8. Justification of the period during which the submitting party asserts that the material should not be available for public disclosure.

ClearCaptions requests that the confidential information be treated as confidential on an indefinite basis as it cannot identify a date certain on which this information could be disclosed without causing competitive harm to ClearCaptions.

If a request is submitted for disclosure of this information, please provide sufficient notice to the undersigned to allow ClearCaptions to take appropriate steps to safeguard the confidentiality of the information. In addition, should this request for confidentiality be denied, ClearCaptions requests that this information be returned by the Commission without consideration.

In accordance with section 64.604(c)(1)(i), ClearCaptions maintains a log of all consumer complaints that it receives. The summary contained in Exhibit 1 is based on this log.

In addition, ClearCaptions has provided the information required by section 64.604(c)(1)(2) regarding contact persons. There has been no change in the information previously provided to the Commission.

Please contact the undersigned if you have any questions or concerns regarding this matter.



Respectfully submitted,

/s/ Michael Strecker

Michael Strecker
Vice President of Regulatory and
Strategic Policy
ClearCaptions, LLC
3001 Lava Ridge Court
Suite 100
Roseville, CA 95661
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cc: Eliot Greenwald
TRSDReports@fcc.gov

REDACTED – FOR PUBLIC INSPECTION

EXHIBIT 1

**Annual Summary of Consumer Complaints Covering June 1, 2017 – May 31,
2018**

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ClearCaptions LLC,

2018 Annual Consumer Complaint Log Summary

Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00060532	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060515	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060422	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060433	6/1/17	6/3/17	Captions	Not working/starting	Customer retraining provided
00060418	6/1/17	6/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00060544	6/1/17	6/1/17	Captions	Not accurate	No Trouble Found
00060457	6/1/17	6/1/17	Captions	Not working/starting	Router/modem rebooted
00060490	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060472	6/1/17	6/1/17	Captions	Not working/starting	Customer retraining provided
00060499	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00060412	6/1/17	6/20/17	Phone	Answering machine won't play messages	Router/modem rebooted
00060549	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	Router/modem rebooted
00060469	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	Router/modem rebooted
00060419	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	Router/modem rebooted
00060571	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00060555	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	Router/modem rebooted
00060411	6/1/17	6/1/17	Phone	Caller ID not working	No Trouble Found
00060404	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	No Trouble Found
00060445	6/1/17	6/16/17	Captions	Not working/starting	Router/modem rebooted
00060493	6/1/17	6/1/17	Phone	Can't make and/or receive calls	Router/modem rebooted
00060559	6/1/17	6/1/17	Phone	Can't make and/or receive calls	Router/modem rebooted
00060504	6/1/17	6/1/17	Phone	Can't make and/or receive calls	Router/modem rebooted
00060413	6/1/17	6/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00060517	6/1/17	6/8/17	Phone	Can't make and/or receive calls	Customer retraining provided
00060520	6/1/17	6/1/17	Phone	Can't make and/or receive calls	Customer retraining provided
00060479	6/1/17	6/1/17	Phone	Caller ID not working	Customer retraining provided
00060403	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	No Trouble Found
00060557	6/1/17	6/1/17	Phone	Can't make and/or receive calls	Router/modem rebooted
00060408	6/1/17	6/1/17	Phone	Answering machine isn't taking messages	No Trouble Found
00060736	6/2/17	6/2/17	Captions	Not working/starting	No Trouble Found
00060594	6/2/17	6/2/17	Captions	Not working/starting	Router/modem rebooted
00060647	6/2/17	6/2/17	Phone	Screen unresponsive	Phone setting adjusted
00060592	6/2/17	6/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060675	6/2/17	6/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060768	6/2/17	6/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00060663	6/2/17	6/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060715	6/2/17	6/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060586	6/2/17	6/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060691	6/2/17	6/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060721	6/2/17	6/2/17	Captions	Not accurate	No Trouble Found
00060581	6/2/17	6/5/17	Captions	Not working/starting	Customer retraining provided
00060611	6/2/17	6/2/17	Phone	Can't make and/or receive calls	Customer retraining provided
00060782	6/2/17	6/2/17	Phone	Answering machine isn't taking messages	No Trouble Found
00060692	6/2/17	6/2/17	Phone	Answering machine isn't taking messages	Phone rebooted
00060640	6/2/17	6/2/17	Phone	Answering machine won't play messages	Phone rebooted
00060809	6/3/17	6/3/17	Captions	Not working/starting	No Trouble Found
00060840	6/3/17	6/3/17	Captions	Not working/starting	Phone setting adjusted
00060814	6/3/17	6/3/17	Captions	Not working/starting	Phone setting adjusted
00060799	6/3/17	6/3/17	Phone	Answering machine isn't taking messages	No Trouble Found
00060823	6/3/17	6/3/17	Phone	Answering machine won't play messages	Phone rebooted
00060815	6/3/17	6/10/17	Captions	Not working/starting	Phone setting adjusted
00060810	6/3/17	6/3/17	Captions	Not working/starting	Phone setting adjusted
00060825	6/3/17	6/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060822	6/3/17	6/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060837	6/3/17	6/3/17	Phone	Can't make and/or receive calls	Customer retraining provided
00060833	6/3/17	6/3/17	Phone	Can't make and/or receive calls	Customer retraining provided
00060816	6/3/17	6/3/17	Captions	Not working/starting	Customer retraining provided
00060830	6/3/17	6/3/17	Phone	Answering machine won't play messages	No Trouble Found
00060849	6/4/17	6/4/17	Captions	Not working/starting	No Trouble Found
00060842	6/4/17	6/4/17	Captions	Not working/starting	Phone setting adjusted
00060847	6/4/17	6/4/17	Phone	Answering machine isn't taking messages	No Trouble Found
00060904	6/5/17	6/8/17	Captions	Not working/starting	Phone setting adjusted
00060987	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060978	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060898	6/5/17	6/5/17	Captions	Not working/starting	No Trouble Found
00060907	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060924	6/5/17	6/5/17	Captions	Not working/starting	Phone setting adjusted
00060965	6/5/17	6/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060956	6/5/17	6/5/17	Phone	Answering machine won't play messages	Phone rebooted
00061017	6/5/17	6/5/17	Phone	Answering machine isn't taking messages	No Trouble Found
00061044	6/5/17	6/5/17	Phone	Answering machine won't play messages	Phone rebooted
00061036	6/5/17	6/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060983	6/5/17	6/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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ClearCaptions LLC,

2018 Annual Consumer Complaint Log Summary

Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00060952	6/5/17	6/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00060997	6/5/17	6/5/17	Captions	Not accurate	No Trouble Found
00060892	6/5/17	6/7/17	Captions	Not working/starting	No Trouble Found
00060995	6/5/17	6/5/17	Captions	Not working/starting	No Trouble Found
00061007	6/5/17	6/5/17	Phone	Answering machine won't play messages	No Trouble Found
00061205	6/6/17	6/6/17	Captions	Not working/starting	Phone setting adjusted
00061133	6/6/17	6/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061255	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061074	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061215	6/6/17	6/6/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00061167	6/6/17	6/6/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00061153	6/6/17	6/6/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00061161	6/6/17	6/6/17	Captions	Not working/starting	Customer retraining provided
00061127	6/6/17	6/6/17	Phone	Can't make and/or receive calls	Customer retraining provided
00061119	6/6/17	6/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00061195	6/6/17	6/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061129	6/6/17	6/12/17	Phone	Caller ID not working	Phone setting adjusted
00061160	6/6/17	6/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061060	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061250	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061100	6/6/17	6/6/17	Captions	Not working/starting	No Trouble Found
00061091	6/6/17	6/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00061270	6/6/17	6/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00061238	6/6/17	6/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00061282	6/7/17	6/7/17	Captions	Not working/starting	Phone setting adjusted
00061368	6/7/17	6/7/17	Captions	Not working/starting	No Trouble Found
00061408	6/7/17	6/16/17	Captions	Not working/starting	Phone setting adjusted
00061348	6/7/17	6/8/17	Captions	Not working/starting	No Trouble Found
00061287	6/7/17	6/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061449	6/7/17	6/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061333	6/7/17	6/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061437	6/7/17	6/7/17	Phone	Answering machine won't play messages	Phone rebooted
00061452	6/7/17	6/7/17	Phone	Answering machine won't play messages	Phone rebooted
00061468	6/7/17	6/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061462	6/7/17	6/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061386	6/7/17	6/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061402	6/7/17	6/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061466	6/7/17	6/7/17	Phone	Screen unresponsive	Phone setting adjusted
00061447	6/7/17	6/7/17	Captions	Not working/starting	Phone setting adjusted
00061390	6/7/17	6/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061315	6/7/17	7/3/17	Phone	Can't make and/or receive calls	Customer retraining provided
00061345	6/7/17	6/7/17	Phone	Can't make and/or receive calls	Customer retraining provided
00061385	6/7/17	6/7/17	Phone	Can't make and/or receive calls	Customer retraining provided
00061439	6/7/17	6/7/17	Phone	Screen unresponsive	Customer retraining provided
00061442	6/7/17	6/7/17	Phone	Can't make and/or receive calls	Customer retraining provided
00061341	6/7/17	6/12/17	Phone	Is stuck on the boot up screen	Customer retraining provided
00061365	6/7/17	6/7/17	Captions	Not working/starting	No Trouble Found
00061310	6/7/17	6/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00061448	6/7/17	6/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061339	6/7/17	6/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061485	6/8/17	6/8/17	Captions	Not working/starting	Phone setting adjusted
00061650	6/8/17	6/12/17	Captions	Not working/starting	Phone setting adjusted
00061498	6/8/17	6/8/17	Captions	Not working/starting	Phone setting adjusted
00061570	6/8/17	6/8/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061600	6/8/17	6/8/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061618	6/8/17	6/8/17	Phone	Answering machine won't play messages	Phone rebooted
00061488	6/8/17	6/8/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061585	6/8/17	6/8/17	Phone	Answering machine won't play messages	Phone rebooted
00061597	6/8/17	6/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061612	6/8/17	6/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00061620	6/8/17	6/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061524	6/8/17	6/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061548	6/8/17	6/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061476	6/8/17	6/8/17	Captions	Not working/starting	No Trouble Found
00061575	6/8/17	6/8/17	Phone	Screen unresponsive	Phone setting adjusted
00061475	6/8/17	6/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061579	6/8/17	6/11/17	Phone	Caller ID not working	Phone setting adjusted
00061769	6/9/17	6/9/17	Captions	Not working/starting	Customer retraining provided
00061670	6/9/17	6/9/17	Captions	Not working/starting	Customer retraining provided
00061735	6/9/17	6/9/17	Captions	Not working/starting	Customer retraining provided
00061804	6/9/17	6/10/17	Captions	Not working/starting	Customer retraining provided
00061668	6/9/17	6/9/17	Phone	Can't make and/or receive calls	Customer retraining provided
00061790	6/9/17	6/9/17	Phone	Can't make and/or receive calls	Customer retraining provided

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,

2018 Annual Consumer Complaint Log Summary

Covering the Period from June 1, 2017 - May 31, 2018

Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00061802	6/9/17	6/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061665	6/9/17	6/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061801	6/9/17	6/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061765	6/9/17	6/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061758	6/9/17	6/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061679	6/9/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061813	6/10/17	6/10/17	Captions	Not working/starting	No Trouble Found
00061826	6/10/17	6/10/17	Phone	Screen unresponsive	No Trouble Found
00061852	6/10/17	6/10/17	Phone	Can't make and/or receive calls	No Trouble Found
00061851	6/10/17	6/10/17	Phone	Can't make and/or receive calls	No Trouble Found
00061834	6/10/17	6/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061815	6/10/17	6/10/17	Phone	Can't make and/or receive calls	No Trouble Found
00061817	6/10/17	6/10/17	Phone	Can't make and/or receive calls	No Trouble Found
00061809	6/10/17	6/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061870	6/11/17	6/11/17	Captions	Not working/starting	Phone setting adjusted
00061863	6/11/17	6/12/17	Phone	Can't make and/or receive calls	No Trouble Found
00061876	6/11/17	6/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00061886	6/11/17	6/11/17	Phone	Answering machine won't play messages	Phone rebooted
00061864	6/11/17	6/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00062094	6/12/17	6/12/17	Captions	Not working/starting	Customer retraining provided
00062105	6/12/17	6/16/17	Captions	Not working/starting	Customer retraining provided
00061968	6/12/17	6/12/17	Captions	Not working/starting	Customer retraining provided
00062120	6/12/17	6/13/17	Captions	Not working/starting	Customer retraining provided
00062006	6/12/17	6/23/17	Captions	Not working/starting	Customer retraining provided
00062018	6/12/17	6/12/17	Captions	Not working/starting	Customer retraining provided
00062087	6/12/17	6/12/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062073	6/12/17	6/12/17	Captions	Not accurate	Customer retraining provided
00062066	6/12/17	6/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061937	6/12/17	6/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062103	6/12/17	6/23/17	Phone	Answering machine won't play messages	Phone rebooted
00062101	6/12/17	6/12/17	Phone	Caller ID not working	Phone setting adjusted
00062118	6/12/17	6/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062114	6/12/17	6/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061930	6/12/17	6/13/17	Phone	Screen unresponsive	Phone setting adjusted
00061960	6/12/17	6/13/17	Phone	Screen unresponsive	Phone setting adjusted
00061912	6/12/17	6/20/17	Phone	Answering machine won't play messages	Phone rebooted
00062013	6/12/17	6/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061901	6/12/17	6/12/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00061991	6/12/17	6/12/17	Phone	Can't make and/or receive calls	Customer retraining provided
00061955	6/12/17	6/13/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062110	6/12/17	6/21/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062028	6/12/17	6/12/17	Phone	Can't make and/or receive calls	No Trouble Found
00062075	6/12/17	6/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061961	6/12/17	6/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062046	6/12/17	6/12/17	Phone	Can't make and/or receive calls	No Trouble Found
00062091	6/12/17	6/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061967	6/12/17	6/12/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00061906	6/12/17	6/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062032	6/12/17	6/12/17	Phone	Can't make and/or receive calls	No Trouble Found
00061950	6/12/17	6/12/17	Captions	Not accurate	Phone setting adjusted
00061956	6/12/17	6/12/17	Captions	Not accurate	Phone setting adjusted
00062047	6/12/17	6/12/17	Captions	Not working/starting	No Trouble Found
00062008	6/12/17	6/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00061963	6/12/17	6/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061994	6/12/17	6/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00061926	6/12/17	6/12/17	Phone	Answering machine won't play messages	Phone rebooted
00062355	6/13/17	6/14/17	Captions	Not working/starting	Customer retraining provided
00062318	6/13/17	6/14/17	Captions	Not accurate	Customer retraining provided
00062187	6/13/17	6/13/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062208	6/13/17	6/13/17	Captions	Not accurate	Customer retraining provided
00062330	6/13/17	6/13/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00062371	6/13/17	6/13/17	Phone	Answering machine won't play messages	Customer retraining provided
00062169	6/13/17	6/13/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00062359	6/13/17	6/20/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00062269	6/13/17	6/13/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00062372	6/13/17	6/14/17	Phone	Caller ID not working	Customer retraining provided
00062351	6/13/17	7/11/17	Captions	Not working/starting	Customer retraining provided
00062245	6/13/17	6/13/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062343	6/13/17	6/13/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062153	6/13/17	6/13/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062365	6/13/17	6/14/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062282	6/13/17	6/13/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062317	6/13/17	6/13/17	Phone	Can't make and/or receive calls	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00062137	6/13/17	6/13/17	Captions	Not working/starting	Customer retraining provided
00062151	6/13/17	6/13/17	Captions	Not working/starting	Customer retraining provided
00062211	6/13/17	6/13/17	Captions	Stopping during calls	Customer retraining provided
00062293	6/13/17	6/29/17	Captions	Not working/starting	Customer retraining provided
00062248	6/13/17	6/13/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00062266	6/13/17	6/19/17	Phone	Can't make and/or receive calls	Customer retraining provided
00062390	6/14/17	6/14/17	Captions	Not working/starting	Customer retraining provided
00062482	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062386	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062534	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062469	6/14/17	6/14/17	Captions	Not working/starting	No Trouble Found
00062422	6/14/17	6/14/17	Captions	Not working/starting	Phone setting adjusted
00062548	6/14/17	6/14/17	Phone	Screen unresponsive	Phone setting adjusted
00062424	6/14/17	6/14/17	Captions	Not working/starting	Phone setting adjusted
00062500	6/14/17	6/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00062380	6/14/17	6/16/17	Phone	Can't make and/or receive calls	No Trouble Found
00062490	6/14/17	6/19/17	Phone	Answering machine won't play messages	No Trouble Found
00062510	6/14/17	6/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00062536	6/14/17	6/15/17	Phone	Is stuck on the boot up screen	No Trouble Found
00062405	6/14/17	6/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062443	6/14/17	6/27/17	Phone	Can't make and/or receive calls	No Trouble Found
00062442	6/14/17	6/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062439	6/14/17	6/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062485	6/14/17	6/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00062409	6/14/17	6/14/17	Phone	Answering machine won't play messages	Phone rebooted
00062646	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062721	6/15/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00062612	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062773	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062611	6/15/17	6/15/17	Captions	Stopping during calls	Phone setting adjusted
00062660	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062644	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062762	6/15/17	6/15/17	Phone	Answering machine won't play messages	Phone rebooted
00062639	6/15/17	6/15/17	Phone	Answering machine won't play messages	Phone rebooted
00062620	6/15/17	6/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062578	6/15/17	6/15/17	Phone	Screen unresponsive	Phone setting adjusted
00062640	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062570	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062668	6/15/17	6/22/17	Phone	Screen unresponsive	Phone setting adjusted
00062656	6/15/17	6/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062588	6/15/17	6/15/17	Phone	Answering machine won't play messages	Phone rebooted
00062718	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062595	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062581	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062661	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062747	6/15/17	6/16/17	Captions	Stopping during calls	Phone setting adjusted
00062571	6/15/17	6/20/17	Captions	Not working/starting	Phone setting adjusted
00062572	6/15/17	6/15/17	Captions	Not working/starting	Phone setting adjusted
00062569	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062614	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062605	6/15/17	6/15/17	Phone	Answering machine won't play messages	Phone rebooted
00062599	6/15/17	6/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062632	6/15/17	6/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062935	6/16/17	6/16/17	Captions	Not working/starting	Phone setting adjusted
00062887	6/16/17	6/27/17	Captions	Not working/starting	No Trouble Found
00062900	6/16/17	6/16/17	Captions	Not working/starting	No Trouble Found
00062858	6/16/17	6/16/17	Phone	Answering machine won't play messages	Phone rebooted
00062859	6/16/17	7/9/17	Phone	Caller ID not working	No Trouble Found
00062847	6/16/17	6/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062837	6/16/17	6/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062853	6/16/17	6/20/17	Phone	Caller ID not working	Phone setting adjusted
00062808	6/16/17	6/21/17	Phone	Answering machine won't play messages	Phone rebooted
00062905	6/16/17	6/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062895	6/16/17	6/23/17	Phone	Caller ID not working	No Trouble Found
00062907	6/16/17	6/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062829	6/16/17	6/16/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00062832	6/16/17	6/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062880	6/16/17	6/16/17	Phone	Can't make and/or receive calls	No Trouble Found
00062782	6/16/17	6/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062909	6/16/17	6/16/17	Phone	Screen unresponsive	Phone setting adjusted
00062790	6/16/17	6/16/17	Captions	Not accurate	Phone setting adjusted
00062910	6/16/17	6/16/17	Phone	Answering machine won't play messages	Phone rebooted
00062889	6/16/17	6/16/17	Phone	Answering machine isn't taking messages	No Trouble Found

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ClearCaptions LLC,
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00062903	6/16/17	6/16/17	Phone	Answering machine isn't taking messages	No Trouble Found
00062783	6/16/17	6/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062787	6/16/17	6/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00062984	6/17/17	6/17/17	Captions	Not working/starting	Phone setting adjusted
00062980	6/17/17	6/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062992	6/17/17	6/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00062955	6/17/17	6/17/17	Captions	Not working/starting	No Trouble Found
00062952	6/17/17	6/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063002	6/18/17	6/18/17	Captions	Not working/starting	Phone setting adjusted
00062998	6/18/17	6/18/17	Captions	Not working/starting	Phone setting adjusted
00063011	6/18/17	6/26/17	Phone	Screen unresponsive	No Trouble Found
00063007	6/18/17	6/18/17	Captions	Not working/starting	No Trouble Found
00062999	6/18/17	6/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063198	6/19/17	6/19/17	Captions	Not working/starting	Phone setting adjusted
00063209	6/19/17	6/19/17	Captions	Not working/starting	Phone setting adjusted
00063021	6/19/17	6/19/17	Captions	Not working/starting	No Trouble Found
00063023	6/19/17	7/7/17	Captions	Not working/starting	No Trouble Found
00063029	6/19/17	6/19/17	Captions	Not working/starting	No Trouble Found
00063024	6/19/17	6/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00063037	6/19/17	6/19/17	Phone	Answering machine won't play messages	No Trouble Found
00063102	6/19/17	6/19/17	Captions	Not working/starting	Customer retraining provided
00063167	6/19/17	6/19/17	Captions	Not accurate	Customer retraining provided
00063110	6/19/17	6/22/17	Captions	Not working/starting	Customer retraining provided
00063267	6/19/17	6/19/17	Phone	Answering machine won't play messages	Customer retraining provided
00063154	6/19/17	6/19/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00063245	6/19/17	6/19/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00063131	6/19/17	6/23/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063035	6/19/17	6/19/17	Phone	Answering machine won't play messages	No Trouble Found
00063138	6/19/17	6/19/17	Phone	Caller ID not working	Customer retraining provided
00063163	6/19/17	6/19/17	Phone	Screen unresponsive	Customer retraining provided
00063172	6/19/17	6/19/17	Phone	Screen unresponsive	Customer retraining provided
00063068	6/19/17	6/19/17	Phone	Screen unresponsive	Customer retraining provided
00063119	6/19/17	6/22/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063052	6/19/17	6/19/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063258	6/19/17	6/26/17	Phone	Screen unresponsive	Customer retraining provided
00063201	6/19/17	7/3/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063156	6/19/17	6/19/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063148	6/19/17	7/3/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063044	6/19/17	6/19/17	Phone	Can't make and/or receive calls	No Trouble Found
00063049	6/19/17	6/20/17	Captions	Not working/starting	No Trouble Found
00063036	6/19/17	7/12/17	Captions	Not working/starting	No Trouble Found
00063092	6/19/17	6/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063415	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063457	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063384	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063301	6/20/17	6/26/17	Captions	Not working/starting	Customer retraining provided
00063425	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063499	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063434	6/20/17	6/26/17	Captions	Not working/starting	Customer retraining provided
00063437	6/20/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063450	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063345	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063432	6/20/17	6/20/17	Captions	Not accurate	Customer retraining provided
00063293	6/20/17	6/20/17	Phone	Caller ID not working	Customer retraining provided
00063467	6/20/17	6/20/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00063329	6/20/17	6/20/17	Phone	Screen unresponsive	No Trouble Found
00063289	6/20/17	7/7/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00063452	6/20/17	6/22/17	Phone	Screen unresponsive	Customer retraining provided
00063369	6/20/17	6/20/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063342	6/20/17	6/20/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063336	6/20/17	6/20/17	Phone	Answering machine won't play messages	Customer retraining provided
00063408	6/20/17	6/20/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063455	6/20/17	6/20/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063370	6/20/17	6/20/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063433	6/20/17	6/23/17	Captions	Not working/starting	Customer retraining provided
00063379	6/20/17	6/20/17	Captions	Not working/starting	Customer retraining provided
00063295	6/20/17	6/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00063375	6/20/17	6/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00063314	6/20/17	6/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00063366	6/20/17	6/20/17	Phone	Answering machine won't play messages	No Trouble Found
00063566	6/21/17	6/21/17	Captions	Not working/starting	Customer retraining provided
00063556	6/21/17	7/5/17	Captions	Not working/starting	Customer retraining provided
00063598	6/21/17	6/21/17	Captions	Not working/starting	Customer retraining provided

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00063511	6/21/17	6/22/17	Phone	Can't make and/or receive calls	Customer retraining provided
00063532	6/21/17	6/21/17	Phone	Answering machine isn't taking messages	Customer retraining provided
00063690	6/21/17	6/21/17	Phone	Answering machine won't play messages	Customer retraining provided
00063562	6/21/17	6/24/17	Phone	Screen unresponsive	Customer retraining provided
00063638	6/21/17	6/21/17	Phone	Can't make and/or receive calls	No Trouble Found
00063627	6/21/17	6/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063620	6/21/17	6/21/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00063515	6/21/17	6/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063602	6/21/17	6/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063622	6/21/17	7/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063642	6/21/17	6/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063607	6/21/17	6/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00063516	6/21/17	6/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00063535	6/21/17	7/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063649	6/21/17	6/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063628	6/21/17	6/21/17	Phone	Answering machine isn't taking messages	No Trouble Found
00063883	6/22/17	6/23/17	Captions	Not working/starting	No Trouble Found
00063893	6/22/17	6/22/17	Captions	Not working/starting	No Trouble Found
00063901	6/22/17	6/22/17	Captions	Stopping during calls	No Trouble Found
00063856	6/22/17	6/22/17	Phone	Answering machine won't play messages	No Trouble Found
00063762	6/22/17	6/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00063832	6/22/17	6/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00063719	6/22/17	6/22/17	Phone	Answering machine won't play messages	Phone rebooted
00063913	6/22/17	6/22/17	Phone	Can't make and/or receive calls	No Trouble Found
00063877	6/22/17	6/22/17	Phone	Can't make and/or receive calls	No Trouble Found
00063714	6/22/17	6/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063750	6/22/17	6/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00063743	6/22/17	6/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063790	6/22/17	6/26/17	Phone	Caller ID not working	Phone setting adjusted
00063884	6/22/17	6/22/17	Phone	Screen unresponsive	No Trouble Found
00063833	6/22/17	6/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063730	6/22/17	6/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063892	6/22/17	6/28/17	Phone	Answering machine won't play messages	No Trouble Found
00063840	6/22/17	6/22/17	Phone	Answering machine isn't taking messages	No Trouble Found
00063921	6/23/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00063920	6/23/17	6/23/17	Captions	Not working/starting	No Trouble Found
00064045	6/23/17	7/3/17	Captions	Not working/starting	Phone setting adjusted
00064059	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00063978	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00064040	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00064009	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00063949	6/23/17	6/23/17	Phone	Answering machine won't play messages	Phone rebooted
00064029	6/23/17	6/23/17	Captions	Not working/starting	Phone setting adjusted
00064020	6/23/17	6/23/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064066	6/23/17	7/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064010	6/23/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063968	6/23/17	6/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064039	6/23/17	7/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063962	6/23/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00063926	6/23/17	6/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064082	6/23/17	6/23/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064071	6/23/17	6/23/17	Phone	Can't make and/or receive calls	No Trouble Found
00063930	6/23/17	6/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064139	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064132	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064099	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064112	6/24/17	6/24/17	Captions	Not working/starting	Phone setting adjusted
00064096	6/24/17	6/24/17	Captions	Not working/starting	No Trouble Found
00064150	6/25/17	6/25/17	Captions	Not working/starting	Phone setting adjusted
00064153	6/25/17	6/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064152	6/25/17	6/25/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064185	6/26/17	7/3/17	Captions	Stopping during calls	Phone setting adjusted
00064170	6/26/17	6/26/17	Captions	Not working/starting	No Trouble Found
00064290	6/26/17	8/3/17	Captions	Not working/starting	Phone setting adjusted
00064379	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064370	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064315	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064284	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064302	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064194	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064265	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064238	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064190	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00064223	6/26/17	6/26/17	Phone	Answering machine won't play messages	No Trouble Found
00064189	6/26/17	6/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064326	6/26/17	7/7/17	Phone	Screen unresponsive	Phone setting adjusted
00064309	6/26/17	7/3/17	Phone	Screen unresponsive	Phone setting adjusted
00064270	6/26/17	6/26/17	Phone	Can't make and/or receive calls	No Trouble Found
00064369	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064342	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064237	6/26/17	6/26/17	Phone	Can't make and/or receive calls	No Trouble Found
00064203	6/26/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064174	6/26/17	6/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00064193	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064383	6/26/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064289	6/26/17	7/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00064168	6/26/17	7/5/17	Captions	Not working/starting	No Trouble Found
00064218	6/26/17	6/26/17	Captions	Not working/starting	No Trouble Found
00064329	6/26/17	6/26/17	Captions	Not working/starting	Phone setting adjusted
00064274	6/26/17	6/26/17	Captions	Not working/starting	No Trouble Found
00064306	6/26/17	6/26/17	Captions	Stopping during calls	Phone setting adjusted
00064362	6/26/17	6/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064592	6/27/17	6/27/17	Captions	Not accurate	Phone setting adjusted
00064447	6/27/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00064442	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064512	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064455	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064522	6/27/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00064416	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064544	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064562	6/27/17	6/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064402	6/27/17	6/29/17	Phone	Answering machine won't play messages	Phone rebooted
00064492	6/27/17	6/27/17	Phone	Answering machine won't play messages	Phone rebooted
00064437	6/27/17	6/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064443	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064601	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064567	6/27/17	6/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064474	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064396	6/27/17	6/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00064602	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064532	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064433	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064494	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064575	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064453	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064389	6/27/17	6/27/17	Captions	Not working/starting	No Trouble Found
00064577	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064573	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064439	6/27/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00064467	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064591	6/27/17	6/27/17	Phone	Screen unresponsive	Phone setting adjusted
00064515	6/27/17	6/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064589	6/27/17	8/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064450	6/27/17	6/27/17	Captions	Not working/starting	Phone setting adjusted
00064769	6/28/17	6/28/17	Captions	Not working/starting	Phone setting adjusted
00064671	6/28/17	6/28/17	Captions	Not working/starting	No Trouble Found
00064664	6/28/17	6/28/17	Captions	Not working/starting	No Trouble Found
00064605	6/28/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064669	6/28/17	6/28/17	Phone	Answering machine won't play messages	No Trouble Found
00064772	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064679	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064738	6/28/17	6/28/17	Phone	Answering machine won't play messages	Phone rebooted
00064809	6/28/17	7/2/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064687	6/28/17	6/28/17	Phone	Caller ID not working	No Trouble Found
00064771	6/28/17	6/28/17	Phone	Screen unresponsive	Phone setting adjusted
00064735	6/28/17	6/28/17	Phone	Answering machine won't play messages	Phone rebooted
00064697	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064843	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064831	6/28/17	7/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064618	6/28/17	6/28/17	Phone	Answering machine won't play messages	Phone rebooted
00064808	6/28/17	7/17/17	Captions	Stopping during calls	Phone setting adjusted
00064689	6/28/17	7/31/17	Phone	Screen unresponsive	No Trouble Found
00064656	6/28/17	6/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00064840	6/28/17	6/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064834	6/28/17	6/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064609	6/28/17	7/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00064761	6/28/17	6/28/17	Captions	Not accurate	Phone setting adjusted
00064719	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064832	6/28/17	6/28/17	Phone	Answering machine won't play messages	Phone rebooted
00064797	6/28/17	6/28/17	Phone	Screen unresponsive	Phone setting adjusted
00064715	6/28/17	6/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00064654	6/28/17	7/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00064829	6/28/17	6/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064781	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064713	6/28/17	6/28/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064999	6/29/17	6/29/17	Captions	Not working/starting	No Trouble Found
00064928	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064966	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064960	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064919	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00065027	6/29/17	6/29/17	Phone	Answering machine isn't taking messages	No Trouble Found
00064883	6/29/17	6/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064949	6/29/17	6/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064902	6/29/17	6/29/17	Phone	Answering machine won't play messages	Phone rebooted
00065000	6/29/17	6/29/17	Phone	Screen unresponsive	No Trouble Found
00064859	6/29/17	7/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064909	6/29/17	6/29/17	Captions	Not working/starting	Phone setting adjusted
00064938	6/29/17	7/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064891	6/29/17	6/29/17	Phone	Answering machine won't play messages	Phone rebooted
00064917	6/29/17	6/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00064932	6/29/17	6/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064849	6/29/17	6/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00064980	6/29/17	6/29/17	Phone	Can't make and/or receive calls	No Trouble Found
00064987	6/29/17	6/29/17	Phone	Can't make and/or receive calls	No Trouble Found
00065017	6/29/17	6/29/17	Phone	Answering machine won't play messages	No Trouble Found
00064948	6/29/17	6/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065188	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065077	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065082	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065126	6/30/17	6/30/17	Captions	Not working/starting	Phone setting adjusted
00065079	6/30/17	6/30/17	Phone	Answering machine isn't taking messages	No Trouble Found
00065180	6/30/17	6/30/17	Captions	Stopping during calls	Phone setting adjusted
00065218	6/30/17	6/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00065110	6/30/17	8/22/17	Phone	Caller ID not working	No Trouble Found
00065174	6/30/17	6/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065204	6/30/17	7/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00065047	6/30/17	6/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00065162	6/30/17	7/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065099	6/30/17	6/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00065185	6/30/17	6/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065202	6/30/17	6/30/17	Captions	Not working/starting	No Trouble Found
00065170	6/30/17	7/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065175	6/30/17	6/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065215	6/30/17	6/30/17	Phone	Answering machine isn't taking messages	No Trouble Found
00065151	6/30/17	6/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00065164	6/30/17	6/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065064	6/30/17	6/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00065050	6/30/17	8/25/17	Phone	Answering machine won't play messages	No Trouble Found
00065228	7/1/17	7/1/17	Phone	Answering machine won't play messages	Phone rebooted
00065227	7/1/17	7/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065223	7/1/17	7/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065235	7/1/17	7/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065253	7/1/17	7/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00065275	7/2/17	7/2/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065274	7/2/17	7/2/17	Captions	Not working/starting	Phone setting adjusted
00065266	7/2/17	7/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065320	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065293	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065327	7/3/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00065378	7/3/17	7/3/17	Captions	Not accurate	Phone setting adjusted
00065315	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065416	7/3/17	7/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065346	7/3/17	7/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065331	7/3/17	8/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065419	7/3/17	7/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065397	7/3/17	7/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065312	7/3/17	7/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00065392	7/3/17	7/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00065396	7/3/17	7/7/17	Phone	Answering machine isn't taking messages	Phone rebooted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00065314	7/3/17	7/14/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065355	7/3/17	7/3/17	Phone	Screen unresponsive	Phone setting adjusted
00065433	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065322	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065434	7/3/17	7/5/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065290	7/3/17	7/3/17	Captions	Not working/starting	No Trouble Found
00065413	7/3/17	7/3/17	Captions	Not working/starting	Phone setting adjusted
00065415	7/3/17	7/3/17	Captions	Not working/starting	Phone setting adjusted
00065302	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065308	7/3/17	7/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065288	7/3/17	7/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065429	7/3/17	7/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065382	7/3/17	7/3/17	Phone	Answering machine won?t play messages	Phone rebooted
00065422	7/3/17	7/3/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065461	7/5/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00065528	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065514	7/5/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00065488	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065527	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065534	7/5/17	7/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065568	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065523	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065575	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065468	7/5/17	7/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065550	7/5/17	7/5/17	Captions	Not working/starting	No Trouble Found
00065508	7/5/17	7/5/17	Captions	Not accurate	Phone setting adjusted
00065584	7/5/17	7/5/17	Captions	Not working/starting	Phone setting adjusted
00065453	7/5/17	7/5/17	Captions	Not working/starting	No Trouble Found
00065520	7/5/17	7/5/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065589	7/5/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065440	7/5/17	7/5/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00065635	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065622	7/6/17	7/6/17	Captions	Not working/starting	No Trouble Found
00065626	7/6/17	7/6/17	Captions	Not working/starting	No Trouble Found
00065800	7/6/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00065605	7/6/17	7/14/17	Captions	Not working/starting	No Trouble Found
00065596	7/6/17	7/8/17	Captions	Not working/starting	Phone setting adjusted
00065737	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065766	7/6/17	7/6/17	Phone	Screen unresponsive	Phone setting adjusted
00065728	7/6/17	7/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065732	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065690	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065651	7/6/17	7/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065735	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065714	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065756	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065600	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065773	7/6/17	7/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065627	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065748	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065609	7/6/17	7/6/17	Phone	Can?t make and/or receive calls	No Trouble Found
00065770	7/6/17	8/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065671	7/6/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00065638	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065698	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065599	7/6/17	7/6/17	Captions	Not working/starting	Phone setting adjusted
00065602	7/6/17	7/7/17	Phone	Answering machine won?t play messages	No Trouble Found
00065870	7/7/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00065881	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065956	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065816	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065838	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00066000	7/7/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00065999	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065818	7/7/17	7/7/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00065952	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065829	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065968	7/7/17	7/7/17	Phone	Answering machine won?t play messages	Phone rebooted
00065962	7/7/17	7/26/17	Phone	Screen unresponsive	Phone setting adjusted
00065909	7/7/17	7/7/17	Captions	Not working/starting	Phone setting adjusted
00065932	7/7/17	7/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065976	7/7/17	7/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00065864	7/7/17	7/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION

ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00065958	7/7/17	7/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065906	7/7/17	7/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065848	7/7/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065940	7/7/17	7/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00065888	7/7/17	7/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00066028	7/8/17	7/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066004	7/8/17	7/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066011	7/8/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066022	7/8/17	7/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00066050	7/9/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00066043	7/9/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066042	7/9/17	7/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066047	7/9/17	7/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00066046	7/9/17	7/9/17	Captions	Not working/starting	No Trouble Found
00066252	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066245	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066258	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066067	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066144	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066235	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066129	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066210	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066081	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066061	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066213	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066096	7/10/17	7/10/17	Phone	Answering machine won't play messages	Phone rebooted
00066094	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066097	7/10/17	7/10/17	Captions	Not accurate	Phone setting adjusted
00066198	7/10/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066249	7/10/17	7/10/17	Captions	Not accurate	Phone setting adjusted
00066206	7/10/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066180	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066190	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066168	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066059	7/10/17	7/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066264	7/10/17	7/11/17	Captions	Not accurate	Phone setting adjusted
00066072	7/10/17	7/10/17	Captions	Not working/starting	Phone setting adjusted
00066083	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066226	7/10/17	7/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066403	7/11/17	7/11/17	Captions	Stopping during calls	Phone setting adjusted
00066327	7/11/17	7/14/17	Captions	Stopping during calls	Phone setting adjusted
00066366	7/11/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00066274	7/11/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00066382	7/11/17	7/11/17	Captions	Stopping during calls	Phone setting adjusted
00066385	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066406	7/11/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00066344	7/11/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00066348	7/11/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00066275	7/11/17	7/15/17	Captions	Not working/starting	Phone setting adjusted
00066368	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066448	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066461	7/11/17	7/11/17	Captions	Stopping during calls	Phone setting adjusted
00066316	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066372	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066290	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066343	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066464	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066414	7/11/17	7/11/17	Captions	Not working/starting	Phone setting adjusted
00066363	7/11/17	7/11/17	Phone	Answering machine won't play messages	Phone rebooted
00066292	7/11/17	7/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066337	7/11/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00066467	7/11/17	7/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066304	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066466	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066482	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066440	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066394	7/11/17	7/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066335	7/11/17	7/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066423	7/11/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066392	7/11/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00066393	7/11/17	7/11/17	Phone	Screen unresponsive	Phone setting adjusted
00066615	7/12/17	7/12/17	Captions	Not accurate	Phone setting adjusted
00066608	7/12/17	7/17/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00066494	7/12/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00066560	7/12/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00066653	7/12/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066518	7/12/17	7/27/17	Captions	Not working/starting	Phone setting adjusted
00066564	7/12/17	7/12/17	Captions	Not working/starting	Phone setting adjusted
00066665	7/12/17	7/12/17	Captions	Not accurate	Phone setting adjusted
00066558	7/12/17	7/12/17	Phone	Answering machine isn't taking messages	No Trouble Found
00066575	7/12/17	7/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066605	7/12/17	7/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066583	7/12/17	7/12/17	Phone	Answering machine won't play messages	Phone rebooted
00066654	7/12/17	7/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066591	7/12/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00066659	7/12/17	7/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066502	7/12/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066600	7/12/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066557	7/12/17	7/12/17	Phone	Can't make and/or receive calls	No Trouble Found
00066621	7/12/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066547	7/12/17	7/12/17	Captions	Not working/starting	No Trouble Found
00066505	7/12/17	7/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066582	7/12/17	7/27/17	Phone	Screen unresponsive	No Trouble Found
00066689	7/13/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066866	7/13/17	7/13/17	Captions	Not working/starting	No Trouble Found
00066701	7/13/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00066885	7/13/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00066783	7/13/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00066881	7/13/17	7/13/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066731	7/13/17	7/15/17	Phone	Answering machine won't play messages	Phone rebooted
00066770	7/13/17	7/13/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066809	7/13/17	7/13/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066718	7/13/17	7/13/17	Phone	Answering machine won't play messages	Phone rebooted
00066721	7/13/17	7/27/17	Phone	Screen unresponsive	Phone setting adjusted
00066833	7/13/17	7/13/17	Phone	Screen unresponsive	Phone setting adjusted
00066869	7/13/17	7/13/17	Phone	Screen unresponsive	Phone setting adjusted
00066802	7/13/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00066837	7/13/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066796	7/13/17	7/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066741	7/13/17	9/6/17	Phone	Screen unresponsive	Phone setting adjusted
00066822	7/13/17	7/13/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00066846	7/13/17	7/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066887	7/13/17	7/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066797	7/13/17	7/13/17	Captions	Not working/starting	Phone setting adjusted
00066851	7/13/17	7/13/17	Captions	Not working/starting	No Trouble Found
00066704	7/13/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00066720	7/13/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066861	7/13/17	7/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00067009	7/14/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00066999	7/14/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00067054	7/14/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00067049	7/14/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00066942	7/14/17	7/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067035	7/14/17	7/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066912	7/14/17	8/14/17	Captions	Stopping during calls	Phone setting adjusted
00066986	7/14/17	7/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067072	7/14/17	7/14/17	Phone	Answering machine won't play messages	Phone rebooted
00066898	7/14/17	7/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066927	7/14/17	7/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066928	7/14/17	7/14/17	Captions	Not working/starting	Phone setting adjusted
00066958	7/14/17	7/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067074	7/14/17	7/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066957	7/14/17	7/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067028	7/14/17	7/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066909	7/14/17	7/14/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00066910	7/14/17	7/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00066905	7/14/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00066931	7/14/17	7/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00066955	7/14/17	7/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067052	7/14/17	7/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067106	7/15/17	7/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067079	7/15/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067100	7/15/17	7/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067098	7/15/17	7/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067096	7/15/17	7/17/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067082	7/15/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00067080	7/15/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067145	7/16/17	7/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067143	7/16/17	7/16/17	Phone	Can't make and/or receive calls	No Trouble Found
00067148	7/16/17	7/16/17	Phone	Can't make and/or receive calls	No Trouble Found
00067313	7/17/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00067167	7/17/17	7/17/17	Captions	Not working/starting	No Trouble Found
00067317	7/17/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00067173	7/17/17	7/17/17	Captions	Not working/starting	No Trouble Found
00067271	7/17/17	7/17/17	Captions	Not working/starting	Phone setting adjusted
00067203	7/17/17	7/18/17	Captions	Not working/starting	No Trouble Found
00067218	7/17/17	8/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067268	7/17/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067261	7/17/17	7/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067343	7/17/17	7/17/17	Captions	Not working/starting	No Trouble Found
00067160	7/17/17	7/19/17	Captions	Not working/starting	No Trouble Found
00067237	7/17/17	7/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067303	7/17/17	7/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067332	7/17/17	7/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067341	7/17/17	7/27/17	Phone	Is stuck on the boot up screen	No Trouble Found
00067200	7/17/17	7/17/17	Phone	Is stuck on the boot up screen	No Trouble Found
00067291	7/17/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067196	7/17/17	7/27/17	Phone	Caller ID not working	No Trouble Found
00067270	7/17/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067206	7/17/17	7/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067287	7/17/17	7/18/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067247	7/17/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067243	7/17/17	8/4/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067320	7/17/17	7/21/17	Phone	Can't make and/or receive calls	Phone rebooted
00067321	7/17/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067293	7/17/17	7/24/17	Captions	Not accurate	Phone setting adjusted
00067164	7/17/17	7/25/17	Phone	Can't make and/or receive calls	No Trouble Found
00067323	7/17/17	7/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067215	7/17/17	7/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067420	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067552	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067400	7/18/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067558	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067521	7/18/17	7/18/17	Captions	Not working/starting	Phone setting adjusted
00067371	7/18/17	7/18/17	Captions	Not working/starting	No Trouble Found
00067467	7/18/17	7/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067480	7/18/17	7/18/17	Phone	Answering machine won't play messages	Phone rebooted
00067496	7/18/17	7/18/17	Phone	Answering machine isn't taking messages	No Trouble Found
00067557	7/18/17	7/18/17	Phone	Answering machine won't play messages	Phone rebooted
00067530	7/18/17	7/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067415	7/18/17	7/27/17	Phone	Caller ID not working	Phone setting adjusted
00067487	7/18/17	7/18/17	Phone	Answering machine won't play messages	Phone rebooted
00067384	7/18/17	7/18/17	Phone	Screen unresponsive	No Trouble Found
00067422	7/18/17	7/19/17	Phone	Screen unresponsive	Phone setting adjusted
00067410	7/18/17	7/18/17	Captions	Not accurate	Phone setting adjusted
00067401	7/18/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067526	7/18/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067532	7/18/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067411	7/18/17	7/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067527	7/18/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067501	7/18/17	7/18/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067459	7/18/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067404	7/18/17	7/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067492	7/18/17	7/18/17	Captions	Not working/starting	No Trouble Found
00067753	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067701	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067664	7/19/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067707	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067653	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067602	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067713	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067700	7/19/17	8/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067703	7/19/17	7/19/17	Phone	Answering machine won't play messages	Phone rebooted
00067739	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067738	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067733	7/19/17	7/19/17	Phone	Answering machine won't play messages	Phone rebooted
00067741	7/19/17	7/19/17	Phone	Answering machine won't play messages	Phone rebooted
00067671	7/19/17	7/27/17	Phone	Answering machine won't play messages	Phone rebooted
00067691	7/19/17	7/19/17	Phone	Answering machine won't play messages	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00067663	7/19/17	7/19/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067696	7/19/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067725	7/19/17	7/19/17	Captions	Not accurate	Phone setting adjusted
00067612	7/19/17	7/19/17	Captions	Not working/starting	Phone setting adjusted
00067689	7/19/17	7/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067607	7/19/17	7/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067731	7/19/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067579	7/19/17	7/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067631	7/19/17	7/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067767	7/19/17	7/19/17	Captions	Not accurate	Phone setting adjusted
00067679	7/19/17	7/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067598	7/19/17	7/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067750	7/19/17	7/22/17	Phone	Caller ID not working	No Trouble Found
00067892	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067786	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067781	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067939	7/20/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00067901	7/20/17	7/24/17	Captions	Stopping during calls	Phone setting adjusted
00067904	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067985	7/20/17	7/27/17	Phone	Can't make and/or receive calls	No Trouble Found
00067837	7/20/17	7/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067918	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067962	7/20/17	7/20/17	Captions	Not working/starting	No Trouble Found
00067950	7/20/17	7/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00067890	7/20/17	7/21/17	Phone	Answering machine won't play messages	Phone rebooted
00067937	7/20/17	7/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067936	7/20/17	7/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067861	7/20/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067868	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067967	7/20/17	8/10/17	Phone	Can't make and/or receive calls	No Trouble Found
00067854	7/20/17	7/20/17	Phone	Screen unresponsive	Phone setting adjusted
00067940	7/20/17	7/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067975	7/20/17	7/29/17	Phone	Can't make and/or receive calls	No Trouble Found
00067919	7/20/17	7/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067981	7/20/17	8/2/17	Captions	Not working/starting	No Trouble Found
00067788	7/20/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00067927	7/20/17	7/20/17	Captions	Not working/starting	Phone setting adjusted
00067973	7/20/17	8/1/17	Captions	Not working/starting	No Trouble Found
00067971	7/20/17	7/20/17	Captions	Not working/starting	No Trouble Found
00067836	7/20/17	7/20/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00067883	7/20/17	7/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067801	7/20/17	8/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067944	7/20/17	7/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00067947	7/20/17	7/24/17	Phone	Answering machine isn't taking messages	No Trouble Found
00068086	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068111	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068023	7/21/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00068002	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068003	7/21/17	8/1/17	Captions	Stopping during calls	Phone setting adjusted
00068132	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068088	7/21/17	7/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00068041	7/21/17	7/21/17	Phone	Answering machine won't play messages	Phone rebooted
00068128	7/21/17	7/21/17	Phone	Answering machine won't play messages	Phone rebooted
00068000	7/21/17	7/24/17	Phone	Answering machine isn't taking messages	No Trouble Found
00068125	7/21/17	7/21/17	Phone	Answering machine won't play messages	Phone rebooted
00068071	7/21/17	7/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00067999	7/21/17	8/18/17	Phone	Answering machine won't play messages	No Trouble Found
00068047	7/21/17	7/21/17	Phone	Answering machine won't play messages	Phone rebooted
00068022	7/21/17	7/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00068040	7/21/17	7/21/17	Captions	Not working/starting	Phone setting adjusted
00068091	7/21/17	7/21/17	Phone	Answering machine won't play messages	No Trouble Found
00068217	7/22/17	7/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00068204	7/22/17	8/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00068232	7/22/17	7/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00068220	7/22/17	7/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00068224	7/22/17	7/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00068214	7/22/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00068199	7/22/17	7/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00068429	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068318	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068342	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068376	7/24/17	7/24/17	Phone	Screen unresponsive	Phone setting adjusted
00068346	7/24/17	7/24/17	Phone	Screen unresponsive	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00068421	7/24/17	8/9/17	Phone	Screen unresponsive	Phone setting adjusted
00068288	7/24/17	8/2/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068431	7/24/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068399	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068278	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068349	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068292	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068325	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068373	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068267	7/24/17	7/24/17	Captions	Not working/starting	No Trouble Found
00068286	7/24/17	7/24/17	Captions	Not working/starting	No Trouble Found
00068371	7/24/17	7/24/17	Captions	Not working/starting	No Trouble Found
00068434	7/24/17	7/24/17	Captions	Not working/starting	Phone setting adjusted
00068394	7/24/17	7/24/17	Captions	Stopping during calls	Phone setting adjusted
00068439	7/24/17	7/27/17	Phone	Answering machine won?t play messages	Phone rebooted
00068400	7/24/17	7/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068464	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068498	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068519	7/25/17	7/25/17	Captions	Stopping during calls	Phone setting adjusted
00068632	7/25/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068654	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068460	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068477	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068542	7/25/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068623	7/25/17	7/25/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068618	7/25/17	7/25/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068500	7/25/17	7/25/17	Phone	Screen unresponsive	Phone setting adjusted
00068638	7/25/17	7/25/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00068552	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068572	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068505	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068571	7/25/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068660	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068652	7/25/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068637	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068614	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068463	7/25/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068458	7/25/17	8/10/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068646	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068446	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068522	7/25/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068584	7/25/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068513	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068593	7/25/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068540	7/25/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00068524	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068631	7/25/17	7/25/17	Captions	Not working/starting	Phone setting adjusted
00068647	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	No Trouble Found
00068579	7/25/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068447	7/25/17	7/25/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068735	7/26/17	7/26/17	Captions	Not working/starting	Caption Service
00068843	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068710	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068684	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068664	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068793	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068678	7/26/17	7/26/17	Captions	Not working/starting	Phone setting adjusted
00068776	7/26/17	7/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068729	7/26/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068845	7/26/17	7/26/17	Phone	Answering machine won?t play messages	Phone rebooted
00068680	7/26/17	7/26/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068737	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068814	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068842	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068670	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068781	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068782	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068682	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068666	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068734	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068739	7/26/17	7/26/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068841	7/26/17	7/26/17	Phone	Answering machine won?t play messages	Phone rebooted
00068977	7/27/17	7/27/17	Captions	Not working/starting	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00069005	7/27/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00068881	7/27/17	7/27/17	Captions	Not working/starting	Phone setting adjusted
00068935	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068898	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068900	7/27/17	8/3/17	Captions	Not working/starting	Phone setting adjusted
00068860	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068936	7/27/17	7/27/17	Phone	Answering machine won?t play messages	Phone rebooted
00069018	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068920	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00068982	7/27/17	7/27/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069030	7/27/17	8/1/17	Phone	Can?t make and/or receive calls	Phone rebooted
00068961	7/27/17	8/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068938	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069009	7/27/17	8/3/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068987	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068993	7/27/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068859	7/27/17	7/27/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00068866	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068962	7/27/17	7/27/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00068970	7/27/17	8/9/17	Captions	Not working/starting	No Trouble Found
00068907	7/27/17	7/27/17	Captions	Not working/starting	Phone setting adjusted
00068966	7/27/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069047	7/28/17	7/28/17	Captions	Not working/starting	Phone setting adjusted
00069144	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069060	7/28/17	7/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069148	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069075	7/28/17	7/28/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069102	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069133	7/28/17	7/28/17	Phone	Answering machine won?t play messages	Phone rebooted
00069082	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069072	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069192	7/28/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069061	7/28/17	7/28/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00069106	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069172	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069105	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069115	7/28/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069126	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069101	7/28/17	7/28/17	Captions	Not working/starting	No Trouble Found
00069074	7/28/17	7/28/17	Captions	Not working/starting	Phone setting adjusted
00069171	7/28/17	7/28/17	Captions	Not working/starting	Phone setting adjusted
00069095	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069179	7/28/17	7/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069245	7/29/17	7/29/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069216	7/29/17	7/29/17	Phone	Answering machine won?t play messages	Phone rebooted
00069262	7/29/17	7/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069249	7/29/17	7/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069239	7/29/17	7/29/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069275	7/30/17	7/30/17	Captions	Not working/starting	Phone setting adjusted
00069265	7/30/17	7/30/17	Captions	Not working/starting	Phone setting adjusted
00069269	7/30/17	7/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069278	7/30/17	7/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069266	7/30/17	7/30/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069270	7/30/17	7/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069276	7/30/17	7/30/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069302	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069475	7/31/17	8/7/17	Captions	Not working/starting	Phone setting adjusted
00069316	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069419	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069308	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069321	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069334	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069311	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069357	7/31/17	8/9/17	Phone	Answering machine won?t play messages	Phone rebooted
00069463	7/31/17	7/31/17	Captions	Not working/starting	Phone setting adjusted
00069460	7/31/17	8/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069287	7/31/17	7/31/17	Phone	Answering machine won?t play messages	Phone rebooted
00069349	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069312	7/31/17	7/31/17	Phone	Answering machine won?t play messages	Phone rebooted
00069286	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069407	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069434	7/31/17	8/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069432	7/31/17	7/31/17	Phone	Screen unresponsive	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00069307	7/31/17	7/31/17	Phone	Screen unresponsive	Phone setting adjusted
00069318	7/31/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00069303	7/31/17	8/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069328	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069300	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069439	7/31/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069331	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069477	7/31/17	8/4/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069362	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069319	7/31/17	9/28/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069469	7/31/17	7/31/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069456	7/31/17	7/31/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069531	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069609	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069516	8/1/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00069489	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069484	8/1/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00069555	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069605	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069606	8/1/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00069636	8/1/17	8/4/17	Captions	Not accurate	Phone setting adjusted
00069483	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069646	8/1/17	8/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00069640	8/1/17	8/1/17	Phone	Screen unresponsive	Phone setting adjusted
00069553	8/1/17	8/1/17	Phone	Answering machine won?t play messages	Phone rebooted
00069595	8/1/17	8/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00069612	8/1/17	8/14/17	Phone	Caller ID not working	Phone setting adjusted
00069559	8/1/17	8/7/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069603	8/1/17	8/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069550	8/1/17	8/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069505	8/1/17	8/1/17	Captions	Not working/starting	Phone setting adjusted
00069743	8/2/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00069763	8/2/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00069738	8/2/17	8/2/17	Phone	Answering machine won?t play messages	Phone rebooted
00069781	8/2/17	8/22/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069723	8/2/17	8/2/17	Phone	Screen unresponsive	Phone setting adjusted
00069686	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069734	8/2/17	8/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069666	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069667	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069794	8/2/17	8/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069725	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069700	8/2/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069809	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069681	8/2/17	8/2/17	Captions	Not working/starting	Phone setting adjusted
00069803	8/2/17	8/2/17	Captions	Not working/starting	No Trouble Found
00069663	8/2/17	8/2/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069758	8/2/17	9/6/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069878	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069854	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069820	8/3/17	8/3/17	Captions	Not working/starting	Phone setting adjusted
00069908	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069947	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069938	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069859	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069923	8/3/17	8/3/17	Captions	Not working/starting	No Trouble Found
00069825	8/3/17	8/3/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00069888	8/3/17	8/4/17	Phone	Answering machine won?t play messages	Phone rebooted
00069864	8/3/17	8/10/17	Phone	Screen unresponsive	No Trouble Found
00069925	8/3/17	8/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069852	8/3/17	8/4/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069847	8/3/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069886	8/3/17	8/4/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069851	8/3/17	8/10/17	Captions	Not working/starting	No Trouble Found
00069879	8/3/17	8/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069817	8/3/17	8/9/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00069916	8/3/17	8/3/17	Phone	Can?t make and/or receive calls	No Trouble Found
00069824	8/3/17	8/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00070067	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070082	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070079	8/4/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070038	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070015	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00069967	8/4/17	8/22/17	Captions	Not working/starting	No Trouble Found
00069961	8/4/17	8/4/17	Captions	Not working/starting	No Trouble Found
00069974	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00069971	8/4/17	8/4/17	Captions	Not working/starting	No Trouble Found
00070041	8/4/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00069975	8/4/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00070053	8/4/17	8/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00069980	8/4/17	8/15/17	Phone	Screen unresponsive	Phone setting adjusted
00070091	8/4/17	8/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00069964	8/4/17	8/4/17	Phone	Answering machine isn't taking messages	No Trouble Found
00069995	8/4/17	8/8/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070065	8/4/17	8/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070014	8/4/17	8/21/17	Phone	Screen unresponsive	Phone setting adjusted
00070080	8/4/17	8/4/17	Phone	Screen unresponsive	Phone setting adjusted
00070061	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00070040	8/4/17	8/4/17	Captions	Not accurate	Phone setting adjusted
00070046	8/4/17	8/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070100	8/4/17	8/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070074	8/4/17	8/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070017	8/4/17	8/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00069994	8/4/17	8/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070000	8/4/17	8/4/17	Captions	Not working/starting	Phone setting adjusted
00069965	8/4/17	8/4/17	Phone	Answering machine isn't taking messages	No Trouble Found
00070136	8/5/17	8/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070137	8/5/17	8/7/17	Phone	Screen unresponsive	Phone setting adjusted
00070120	8/5/17	8/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070139	8/5/17	8/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070119	8/5/17	8/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070147	8/6/17	8/6/17	Captions	Not working/starting	Phone setting adjusted
00070143	8/6/17	8/6/17	Captions	Not working/starting	Phone setting adjusted
00070156	8/6/17	8/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070154	8/6/17	8/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070309	8/7/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070188	8/7/17	8/7/17	Captions	Not working/starting	Phone setting adjusted
00070275	8/7/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070230	8/7/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00070267	8/7/17	8/21/17	Captions	Not working/starting	No Trouble Found
00070347	8/7/17	8/10/17	Captions	Not working/starting	No Trouble Found
00070290	8/7/17	8/7/17	Captions	Not working/starting	No Trouble Found
00070208	8/7/17	8/14/17	Captions	Not accurate	Phone setting adjusted
00070344	8/7/17	8/8/17	Captions	Not accurate	No Trouble Found
00070236	8/7/17	8/7/17	Phone	Caller ID not working	No Trouble Found
00070200	8/7/17	8/7/17	Phone	Screen unresponsive	Phone setting adjusted
00070326	8/7/17	8/15/17	Captions	Not working/starting	No Trouble Found
00070313	8/7/17	8/8/17	Captions	Not accurate	No Trouble Found
00070262	8/7/17	8/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00070237	8/7/17	8/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00070345	8/7/17	8/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00070321	8/7/17	8/23/17	Phone	Can't make and/or receive calls	No Trouble Found
00070197	8/7/17	8/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070276	8/7/17	8/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00070302	8/7/17	8/7/17	Captions	Not accurate	No Trouble Found
00070182	8/7/17	8/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070416	8/8/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00070403	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070442	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070504	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070365	8/8/17	8/8/17	Captions	Not working/starting	No Trouble Found
00070450	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070461	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070499	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070358	8/8/17	8/10/17	Captions	Not working/starting	No Trouble Found
00070565	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070545	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070551	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070553	8/8/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070402	8/8/17	8/8/17	Phone	Caller ID not working	Phone setting adjusted
00070554	8/8/17	8/8/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070417	8/8/17	8/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070543	8/8/17	8/8/17	Phone	Answering machine won't play messages	Phone rebooted
00070573	8/8/17	8/8/17	Phone	Answering machine won't play messages	Phone rebooted
00070488	8/8/17	8/8/17	Phone	Answering machine won't play messages	Phone rebooted
00070492	8/8/17	8/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00070557	8/8/17	8/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070570	8/8/17	8/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070385	8/8/17	8/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00070511	8/8/17	8/9/17	Phone	Screen unresponsive	Phone setting adjusted
00070387	8/8/17	8/8/17	Captions	Not working/starting	No Trouble Found
00070552	8/8/17	8/8/17	Captions	Not working/starting	Phone setting adjusted
00070644	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070721	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070716	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070686	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070689	8/9/17	8/9/17	Captions	Not accurate	Phone setting adjusted
00070599	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070626	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070585	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070678	8/9/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00070755	8/9/17	8/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070639	8/9/17	8/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070655	8/9/17	8/29/17	Phone	Screen unresponsive	Phone setting adjusted
00070719	8/9/17	8/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070743	8/9/17	8/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070745	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070649	8/9/17	8/9/17	Captions	Not working/starting	Phone setting adjusted
00070756	8/9/17	8/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070608	8/9/17	8/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070764	8/9/17	8/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00070849	8/10/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00070928	8/10/17	9/1/17	Captions	Not working/starting	No Trouble Found
00070959	8/10/17	8/18/17	Captions	Not working/starting	No Trouble Found
00070802	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070767	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070830	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070788	8/10/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00070966	8/10/17	8/11/17	Captions	Not working/starting	No Trouble Found
00070963	8/10/17	8/22/17	Captions	Not working/starting	No Trouble Found
00070855	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070874	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070897	8/10/17	8/10/17	Captions	Not working/starting	No Trouble Found
00070819	8/10/17	8/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070962	8/10/17	8/10/17	Phone	Answering machine won't play messages	No Trouble Found
00070969	8/10/17	8/11/17	Phone	Screen unresponsive	No Trouble Found
00070876	8/10/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00070770	8/10/17	8/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070774	8/10/17	8/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070843	8/10/17	8/10/17	Captions	Not working/starting	Phone setting adjusted
00070817	8/10/17	8/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070894	8/10/17	8/10/17	Phone	Screen unresponsive	No Trouble Found
00070858	8/10/17	8/10/17	Phone	Screen unresponsive	Phone setting adjusted
00070975	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00071025	8/11/17	8/16/17	Captions	Not working/starting	No Trouble Found
00071008	8/11/17	8/11/17	Captions	Not working/starting	No Trouble Found
00070978	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00070999	8/11/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071068	8/11/17	8/11/17	Captions	Stopping during calls	Phone setting adjusted
00070977	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00071096	8/11/17	8/11/17	Captions	Not working/starting	Phone setting adjusted
00071156	8/11/17	8/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071085	8/11/17	8/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071026	8/11/17	8/11/17	Phone	Answering machine isn't taking messages	No Trouble Found
00070980	8/11/17	8/11/17	Phone	Screen unresponsive	Phone setting adjusted
00071087	8/11/17	8/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071000	8/11/17	8/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00070985	8/11/17	8/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071153	8/11/17	8/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071046	8/11/17	8/11/17	Captions	Not working/starting	No Trouble Found
00071005	8/11/17	8/11/17	Captions	Not working/starting	No Trouble Found
00071132	8/11/17	8/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071109	8/11/17	8/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071219	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071250	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071216	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071221	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071234	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071240	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00071189	8/12/17	8/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071281	8/12/17	8/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071192	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071188	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071207	8/12/17	8/12/17	Captions	Not working/starting	No Trouble Found
00071176	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071193	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071209	8/12/17	8/12/17	Captions	Not working/starting	No Trouble Found
00071212	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071208	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071184	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071202	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071201	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071215	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071191	8/12/17	8/12/17	Captions	Not working/starting	Phone setting adjusted
00071304	8/13/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071508	8/14/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00071513	8/14/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071475	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071447	8/14/17	8/14/17	Captions	Not working/starting	No Trouble Found
00071510	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071366	8/14/17	8/14/17	Captions	Not working/starting	No Trouble Found
00071324	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071443	8/14/17	8/15/17	Captions	Not working/starting	No Trouble Found
00071487	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071325	8/14/17	8/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071373	8/14/17	8/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00071471	8/14/17	8/14/17	Captions	Not working/starting	Phone setting adjusted
00071360	8/14/17	8/14/17	Captions	Not working/starting	No Trouble Found
00071452	8/14/17	8/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00071359	8/14/17	8/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00071514	8/14/17	8/14/17	Phone	Answering machine won't play messages	Phone rebooted
00071509	8/14/17	8/14/17	Phone	Answering machine won't play messages	Phone rebooted
00071470	8/14/17	8/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071466	8/14/17	8/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071329	8/14/17	9/13/17	Phone	Screen unresponsive	Phone setting adjusted
00071464	8/14/17	8/21/17	Captions	Not accurate	Phone setting adjusted
00071451	8/14/17	8/16/17	Phone	Can't make and/or receive calls	No Trouble Found
00071457	8/14/17	8/21/17	Phone	Can't make and/or receive calls	No Trouble Found
00071486	8/14/17	8/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071326	8/14/17	8/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071507	8/14/17	8/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071504	8/14/17	8/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071442	8/14/17	8/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00071463	8/14/17	8/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071327	8/14/17	8/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071349	8/14/17	8/14/17	Phone	Caller ID not working	No Trouble Found
00071341	8/14/17	9/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071638	8/15/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00071676	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071529	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071551	8/15/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071573	8/15/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00071689	8/15/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071654	8/15/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071661	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071701	8/15/17	8/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071603	8/15/17	8/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071651	8/15/17	8/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071547	8/15/17	8/21/17	Captions	Stopping during calls	Phone setting adjusted
00071605	8/15/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00071642	8/15/17	8/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071705	8/15/17	8/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071685	8/15/17	8/15/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00071597	8/15/17	8/31/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071694	8/15/17	8/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071619	8/15/17	8/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071645	8/15/17	8/15/17	Captions	Not working/starting	Phone setting adjusted
00071704	8/15/17	8/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071881	8/16/17	8/16/17	Captions	Not accurate	Phone setting adjusted
00071709	8/16/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00071760	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071836	8/16/17	9/1/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00071713	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071715	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071726	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071818	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071718	8/16/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071749	8/16/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071838	8/16/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071727	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071786	8/16/17	8/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071806	8/16/17	8/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071799	8/16/17	8/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071739	8/16/17	8/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071732	8/16/17	8/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071810	8/16/17	8/16/17	Phone	Screen unresponsive	Phone setting adjusted
00071848	8/16/17	8/16/17	Phone	Screen unresponsive	Phone setting adjusted
00071772	8/16/17	8/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071890	8/16/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071797	8/16/17	8/16/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00071875	8/16/17	8/25/17	Phone	Caller ID not working	Phone setting adjusted
00071840	8/16/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071878	8/16/17	8/16/17	Captions	Not working/starting	Phone setting adjusted
00071790	8/16/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071886	8/16/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071736	8/16/17	8/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00071809	8/16/17	8/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071930	8/17/17	8/17/17	Captions	Stopping during calls	Phone setting adjusted
00071966	8/17/17	8/17/17	Captions	Stopping during calls	Phone setting adjusted
00071933	8/17/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00071996	8/17/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00072071	8/17/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00071894	8/17/17	8/17/17	Captions	Not working/starting	Phone setting adjusted
00072099	8/17/17	8/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072098	8/17/17	8/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00071968	8/17/17	8/22/17	Phone	Screen unresponsive	Phone setting adjusted
00071972	8/17/17	8/28/17	Phone	Screen unresponsive	Phone setting adjusted
00072073	8/17/17	8/17/17	Phone	Answering machine isn't taking messages	No Trouble Found
00072078	8/17/17	8/17/17	Phone	Can't make and/or receive calls	No Trouble Found
00072037	8/17/17	8/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072023	8/17/17	8/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072091	8/17/17	8/17/17	Phone	Caller ID not working	Phone setting adjusted
00072218	8/18/17	8/30/17	Captions	Not working/starting	No Trouble Found
00072155	8/18/17	8/18/17	Captions	Not working/starting	Phone setting adjusted
00072275	8/18/17	8/18/17	Captions	Not working/starting	No Trouble Found
00072175	8/18/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00072170	8/18/17	8/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072187	8/18/17	9/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00072184	8/18/17	8/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072231	8/18/17	8/18/17	Phone	Screen unresponsive	No Trouble Found
00072117	8/18/17	8/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072159	8/18/17	8/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072158	8/18/17	8/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072138	8/18/17	8/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072311	8/19/17	8/22/17	Phone	Answering machine won't play messages	Phone rebooted
00072312	8/19/17	8/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072298	8/19/17	8/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00072505	8/21/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00072374	8/21/17	8/21/17	Captions	Not working/starting	No Trouble Found
00072458	8/21/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00072492	8/21/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072361	8/21/17	8/21/17	Phone	Screen unresponsive	No Trouble Found
00072373	8/21/17	8/21/17	Phone	Screen unresponsive	No Trouble Found
00072451	8/21/17	8/21/17	Phone	Screen unresponsive	Phone setting adjusted
00072473	8/21/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00072470	8/21/17	8/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072499	8/21/17	8/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072463	8/21/17	8/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072442	8/21/17	8/23/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00072484	8/21/17	8/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072498	8/21/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00072480	8/21/17	8/21/17	Captions	Not working/starting	Phone setting adjusted
00072358	8/21/17	8/21/17	Captions	Not accurate	No Trouble Found
00072356	8/21/17	8/21/17	Captions	Not working/starting	No Trouble Found
00072417	8/21/17	8/21/17	Phone	Can't make and/or receive calls	No Trouble Found

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00072445	8/21/17	8/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072413	8/21/17	8/21/17	Phone	Answering machine isn't taking messages	No Trouble Found
00072493	8/21/17	8/21/17	Phone	Answering machine won't play messages	Phone rebooted
00072468	8/21/17	8/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072464	8/21/17	8/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072675	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072592	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072726	8/22/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00072722	8/22/17	8/22/17	Captions	Stopping during calls	Phone setting adjusted
00072534	8/22/17	8/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072584	8/22/17	8/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072630	8/22/17	8/22/17	Phone	Screen unresponsive	Phone setting adjusted
00072600	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072638	8/22/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072590	8/22/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072595	8/22/17	8/23/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00072608	8/22/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072565	8/22/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072627	8/22/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072546	8/22/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072629	8/22/17	8/22/17	Captions	Not working/starting	Phone setting adjusted
00072656	8/22/17	8/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072529	8/22/17	8/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072681	8/22/17	8/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072561	8/22/17	8/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072712	8/22/17	8/22/17	Phone	Screen unresponsive	Phone setting adjusted
00072552	8/22/17	8/22/17	Phone	Caller ID not working	Phone setting adjusted
00072858	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072900	8/23/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00072804	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072786	8/23/17	8/23/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072837	8/23/17	8/23/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072742	8/23/17	8/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072830	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072887	8/23/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00072899	8/23/17	8/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072824	8/23/17	9/7/17	Phone	Screen unresponsive	Phone setting adjusted
00072760	8/23/17	8/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072880	8/23/17	8/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072883	8/23/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00072820	8/23/17	8/28/17	Captions	Not accurate	Phone setting adjusted
00072854	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072908	8/23/17	8/23/17	Captions	Not working/starting	Phone setting adjusted
00072802	8/23/17	8/24/17	Phone	Answering machine isn't taking messages	No Trouble Found
00072913	8/24/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073147	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00072934	8/24/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00073013	8/24/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00072940	8/24/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00072993	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073134	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073109	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073110	8/24/17	8/24/17	Captions	Not working/starting	Phone setting adjusted
00073101	8/24/17	8/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00072927	8/24/17	8/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073092	8/24/17	9/7/17	Phone	Answering machine won't play messages	Phone rebooted
00072925	8/24/17	9/6/17	Phone	Screen unresponsive	Phone setting adjusted
00072980	8/24/17	8/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073129	8/24/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00073142	8/24/17	8/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073040	8/24/17	9/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00073053	8/24/17	8/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072959	8/24/17	8/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073039	8/24/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00073024	8/24/17	9/20/17	Captions	Not working/starting	No Trouble Found
00072938	8/24/17	8/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073057	8/24/17	8/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00072985	8/24/17	8/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073107	8/24/17	8/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073219	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073232	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073223	8/25/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00073217	8/25/17	8/28/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00073166	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073196	8/25/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00073273	8/25/17	8/25/17	Phone	Answering machine won't play messages	Phone rebooted
00073216	8/25/17	9/11/17	Phone	Screen unresponsive	Phone setting adjusted
00073220	8/25/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073331	8/25/17	8/29/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00073241	8/25/17	8/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073307	8/25/17	8/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073164	8/25/17	8/25/17	Captions	Not working/starting	Phone setting adjusted
00073182	8/25/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073333	8/26/17	8/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073374	8/26/17	8/26/17	Captions	Not working/starting	No Trouble Found
00073351	8/26/17	8/26/17	Phone	Answering machine isn't taking messages	No Trouble Found
00073349	8/26/17	8/26/17	Phone	Answering machine won't play messages	No Trouble Found
00073398	8/27/17	8/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073397	8/27/17	8/27/17	Captions	Not accurate	Phone setting adjusted
00073387	8/27/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073380	8/27/17	8/27/17	Phone	Can't make and/or receive calls	No Trouble Found
00073458	8/28/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073411	8/28/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00073455	8/28/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073564	8/28/17	8/28/17	Captions	Not working/starting	Phone setting adjusted
00073539	8/28/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073423	8/28/17	8/28/17	Phone	Screen unresponsive	Phone setting adjusted
00073451	8/28/17	8/28/17	Phone	Answering machine won't play messages	Phone rebooted
00073418	8/28/17	8/28/17	Phone	Answering machine won't play messages	Phone rebooted
00073516	8/28/17	8/28/17	Phone	Answering machine won't play messages	Phone rebooted
00073424	8/28/17	8/28/17	Phone	Answering machine won't play messages	Phone rebooted
00073438	8/28/17	9/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073407	8/28/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00073518	8/28/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073597	8/28/17	8/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073530	8/28/17	9/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073449	8/28/17	8/28/17	Phone	Screen unresponsive	Phone setting adjusted
00073596	8/28/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073483	8/28/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073581	8/28/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073615	8/28/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073445	8/28/17	8/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073523	8/28/17	8/30/17	Captions	Not working/starting	Phone setting adjusted
00073555	8/28/17	8/28/17	Phone	Answering machine won't play messages	Phone rebooted
00073504	8/28/17	8/28/17	Phone	Answering machine won't play messages	Phone rebooted
00073405	8/28/17	8/28/17	Phone	Answering machine won't play messages	Phone rebooted
00073733	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073751	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073648	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073668	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073752	8/29/17	8/29/17	Captions	Not working/starting	Phone setting adjusted
00073793	8/29/17	8/31/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073662	8/29/17	9/5/17	Phone	Answering machine won't play messages	Phone rebooted
00073631	8/29/17	8/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073665	8/29/17	8/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073724	8/29/17	8/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073744	8/29/17	9/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073764	8/29/17	9/5/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00073743	8/29/17	8/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073809	8/29/17	8/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073731	8/29/17	8/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073903	8/30/17	10/2/17	Captions	Stopping during calls	No Trouble Found
00073815	8/30/17	8/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073853	8/30/17	8/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073893	8/30/17	8/30/17	Phone	Answering machine isn't taking messages	No Trouble Found
00073935	8/30/17	9/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073837	8/30/17	8/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00073865	8/30/17	9/16/17	Phone	Screen unresponsive	No Trouble Found
00073931	8/30/17	8/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073962	8/30/17	8/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073932	8/30/17	8/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073868	8/30/17	8/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00073909	8/30/17	8/31/17	Phone	Can't make and/or receive calls	No Trouble Found
00073976	8/30/17	9/6/17	Captions	Not working/starting	Phone setting adjusted
00073959	8/30/17	8/31/17	Captions	Not working/starting	No Trouble Found
00073861	8/30/17	8/30/17	Phone	Answering machine isn't taking messages	No Trouble Found

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00073822	8/30/17	8/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00073936	8/30/17	8/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00073878	8/30/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00073847	8/30/17	8/30/17	Phone	Answering machine won't play messages	Phone rebooted
00073973	8/30/17	8/31/17	Phone	Can't make and/or receive calls	No Trouble Found
00074105	8/31/17	9/6/17	Captions	Not working/starting	Phone setting adjusted
00074019	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074023	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074121	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074128	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074169	8/31/17	8/31/17	Phone	Answering machine won't play messages	Phone rebooted
00074125	8/31/17	8/31/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074039	8/31/17	9/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074060	8/31/17	8/31/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074179	8/31/17	8/31/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074088	8/31/17	9/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074045	8/31/17	8/31/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074136	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074022	8/31/17	8/31/17	Captions	Not accurate	Phone setting adjusted
00074181	8/31/17	8/31/17	Captions	Not working/starting	Phone setting adjusted
00074096	8/31/17	8/31/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074259	9/1/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074241	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074293	9/1/17	9/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074323	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074264	9/1/17	9/1/17	Captions	Not accurate	Phone setting adjusted
00074318	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074214	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074317	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074217	9/1/17	9/1/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074328	9/1/17	9/1/17	Captions	Not working/starting	Phone setting adjusted
00074242	9/1/17	9/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074281	9/1/17	9/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074260	9/1/17	9/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074238	9/1/17	9/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074314	9/1/17	9/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074195	9/1/17	9/1/17	Phone	Answering machine won't play messages	Phone rebooted
00074355	9/2/17	9/2/17	Phone	Answering machine isn't taking messages	No Trouble Found
00074347	9/2/17	9/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074335	9/2/17	9/8/17	Phone	Caller ID not working	No Trouble Found
00074348	9/2/17	9/2/17	Phone	Answering machine isn't taking messages	No Trouble Found
00074358	9/3/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00074364	9/3/17	9/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074459	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074385	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074409	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074530	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074446	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074473	9/5/17	9/5/17	Captions	Not working/starting	Phone setting adjusted
00074412	9/5/17	9/5/17	Phone	Answering machine won't play messages	Phone rebooted
00074501	9/5/17	9/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074380	9/5/17	9/5/17	Phone	Screen unresponsive	Phone setting adjusted
00074509	9/5/17	9/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074466	9/5/17	9/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074488	9/5/17	9/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074394	9/5/17	9/5/17	Phone	Answering machine won't play messages	Phone rebooted
00074499	9/5/17	9/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074448	9/5/17	9/5/17	Phone	Screen unresponsive	Phone setting adjusted
00074445	9/5/17	9/5/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00074381	9/5/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074471	9/5/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074383	9/5/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074511	9/5/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074457	9/5/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074397	9/5/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074460	9/5/17	9/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074439	9/5/17	9/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074666	9/6/17	9/6/17	Captions	Not working/starting	No Trouble Found
00074585	9/6/17	9/6/17	Captions	Not working/starting	Phone setting adjusted
00074631	9/6/17	9/18/17	Captions	Not working/starting	No Trouble Found
00074615	9/6/17	9/6/17	Captions	Not working/starting	No Trouble Found
00074564	9/6/17	9/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074595	9/6/17	9/6/17	Phone	Answering machine isn't taking messages	Phone rebooted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00074647	9/6/17	9/22/17	Phone	Screen unresponsive	No Trouble Found
00074551	9/6/17	9/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074685	9/6/17	9/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00074662	9/6/17	9/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00074705	9/6/17	9/19/17	Captions	Not working/starting	No Trouble Found
00074553	9/6/17	9/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074613	9/6/17	9/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00074542	9/6/17	9/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074552	9/6/17	9/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074791	9/7/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00074843	9/7/17	9/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074740	9/7/17	9/7/17	Phone	Answering machine isn't taking messages	No Trouble Found
00074724	9/7/17	9/7/17	Phone	Answering machine isn't taking messages	No Trouble Found
00074784	9/7/17	9/7/17	Phone	Answering machine won't play messages	Phone rebooted
00074766	9/7/17	9/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00074733	9/7/17	9/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00074797	9/7/17	9/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074725	9/7/17	9/26/17	Phone	Can't make and/or receive calls	No Trouble Found
00074855	9/7/17	9/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074773	9/7/17	9/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074845	9/7/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00074775	9/7/17	9/7/17	Captions	Not working/starting	Phone setting adjusted
00074788	9/7/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00074856	9/7/17	9/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074805	9/7/17	9/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074968	9/8/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00074908	9/8/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00074888	9/8/17	9/18/17	Captions	Not working/starting	Phone setting adjusted
00074872	9/8/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00074999	9/8/17	9/8/17	Captions	Not working/starting	Phone setting adjusted
00074896	9/8/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00074881	9/8/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00074941	9/8/17	9/8/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074955	9/8/17	11/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00074910	9/8/17	9/8/17	Phone	Answering machine won't play messages	Phone rebooted
00074877	9/8/17	9/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075015	9/8/17	9/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075010	9/8/17	9/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074870	9/8/17	9/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074882	9/8/17	9/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074927	9/8/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075002	9/8/17	9/8/17	Phone	Screen unresponsive	Phone setting adjusted
00075023	9/8/17	9/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00074924	9/8/17	9/8/17	Phone	Screen unresponsive	No Trouble Found
00075040	9/9/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00075052	9/9/17	9/9/17	Captions	Not working/starting	Phone setting adjusted
00075045	9/9/17	9/9/17	Captions	Not working/starting	Phone setting adjusted
00075036	9/9/17	9/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075047	9/9/17	9/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075048	9/9/17	9/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075051	9/9/17	9/12/17	Phone	Screen unresponsive	Phone setting adjusted
00075069	9/9/17	9/12/17	Phone	Screen unresponsive	Phone setting adjusted
00075056	9/9/17	9/9/17	Phone	Answering machine won't play messages	Phone rebooted
00075146	9/11/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075124	9/11/17	9/11/17	Captions	Not working/starting	Phone setting adjusted
00075228	9/11/17	10/2/17	Captions	Not working/starting	No Trouble Found
00075226	9/11/17	9/11/17	Captions	Not working/starting	No Trouble Found
00075213	9/11/17	9/11/17	Phone	Answering machine won't play messages	No Trouble Found
00075100	9/11/17	9/11/17	Phone	Answering machine won't play messages	Phone rebooted
00075179	9/11/17	9/19/17	Phone	Caller ID not working	No Trouble Found
00075154	9/11/17	9/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00075186	9/11/17	9/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00075147	9/11/17	9/12/17	Captions	Not working/starting	No Trouble Found
00075223	9/11/17	9/22/17	Captions	Not working/starting	No Trouble Found
00075234	9/11/17	9/11/17	Captions	Not working/starting	No Trouble Found
00075192	9/11/17	9/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00075300	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075323	9/12/17	9/12/17	Captions	Both sides of the conversation	Phone setting adjusted
00075445	9/12/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075404	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075302	9/12/17	9/12/17	Phone	Answering machine won't play messages	Phone rebooted
00075290	9/12/17	9/12/17	Phone	Answering machine isn't taking messages	No Trouble Found
00075422	9/12/17	9/16/17	Phone	Answering machine isn't taking messages	Phone rebooted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00075326	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075442	9/12/17	9/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075315	9/12/17	9/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075369	9/12/17	9/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075409	9/12/17	9/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075306	9/12/17	9/14/17	Phone	Screen unresponsive	Phone setting adjusted
00075431	9/12/17	9/12/17	Captions	Not working/starting	Phone setting adjusted
00075259	9/12/17	9/20/17	Captions	Not working/starting	No Trouble Found
00075328	9/12/17	9/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075506	9/13/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075502	9/13/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075496	9/13/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00075509	9/13/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00075514	9/13/17	9/13/17	Captions	Not working/starting	Phone setting adjusted
00075609	9/13/17	9/13/17	Captions	Not working/starting	No Trouble Found
00075511	9/13/17	9/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075536	9/13/17	9/13/17	Phone	Answering machine won't play messages	No Trouble Found
00075467	9/13/17	9/25/17	Captions	Stopping during calls	Phone setting adjusted
00075488	9/13/17	9/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075472	9/13/17	9/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075588	9/13/17	9/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00075558	9/13/17	9/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00075465	9/13/17	10/6/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00075600	9/13/17	9/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00075561	9/13/17	9/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00075500	9/13/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075530	9/13/17	9/13/17	Captions	Not working/starting	No Trouble Found
00075505	9/13/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00075552	9/13/17	10/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00075537	9/13/17	9/13/17	Phone	Answering machine isn't taking messages	No Trouble Found
00075556	9/13/17	9/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00075517	9/13/17	9/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075731	9/14/17	10/25/17	Captions	Not working/starting	Phone setting adjusted
00075696	9/14/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075639	9/14/17	9/14/17	Captions	Not working/starting	Phone setting adjusted
00075618	9/14/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00075629	9/14/17	9/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075612	9/14/17	9/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075734	9/14/17	9/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075667	9/14/17	9/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075759	9/14/17	9/14/17	Phone	Answering machine won't play messages	Phone rebooted
00075646	9/14/17	9/14/17	Phone	Answering machine won't play messages	Phone rebooted
00075615	9/14/17	9/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075742	9/14/17	9/14/17	Phone	Answering machine won't play messages	Phone rebooted
00075728	9/14/17	9/14/17	Phone	Screen unresponsive	Phone setting adjusted
00075656	9/14/17	9/14/17	Captions	Not working/starting	Phone setting adjusted
00075664	9/14/17	9/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075640	9/14/17	9/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075775	9/14/17	9/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075620	9/14/17	9/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075864	9/15/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00075936	9/15/17	9/22/17	Captions	Stopping during calls	Phone setting adjusted
00075983	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075829	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075915	9/15/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00075843	9/15/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00075966	9/15/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00075884	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075880	9/15/17	9/15/17	Captions	Not working/starting	Phone setting adjusted
00075967	9/15/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00075823	9/15/17	9/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075898	9/15/17	9/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075837	9/15/17	9/15/17	Phone	Answering machine won't play messages	Phone rebooted
00075840	9/15/17	9/25/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075900	9/15/17	9/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00075856	9/15/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075933	9/15/17	9/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075817	9/15/17	9/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075831	9/15/17	9/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075830	9/15/17	9/15/17	Captions	Not accurate	Phone setting adjusted
00075982	9/15/17	9/15/17	Phone	Can't make and/or receive calls	No Trouble Found
00075819	9/15/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076042	9/16/17	9/16/17	Phone	Answering machine won't play messages	Phone rebooted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00075987	9/16/17	9/16/17	Phone	Answering machine won't play messages	Phone rebooted
00076009	9/16/17	9/29/17	Phone	Screen unresponsive	Phone setting adjusted
00075997	9/16/17	9/22/17	Phone	Caller ID not working	Phone setting adjusted
00076014	9/16/17	9/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075998	9/16/17	9/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075985	9/16/17	9/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076033	9/16/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00075995	9/16/17	9/16/17	Phone	Can't make and/or receive calls	No Trouble Found
00076046	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076055	9/17/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076050	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076060	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076051	9/17/17	9/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076285	9/18/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076075	9/18/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00076181	9/18/17	9/18/17	Captions	Not working/starting	Phone setting adjusted
00076281	9/18/17	9/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076226	9/18/17	9/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076117	9/18/17	9/18/17	Phone	Screen unresponsive	Phone setting adjusted
00076222	9/18/17	9/18/17	Phone	Screen unresponsive	Phone setting adjusted
00076107	9/18/17	9/19/17	Phone	Screen unresponsive	Phone setting adjusted
00076145	9/18/17	12/11/17	Phone	Can't make and/or receive calls	Phone rebooted
00076246	9/18/17	10/9/17	Captions	Both sides of the conversation	Phone setting adjusted
00076178	9/18/17	9/18/17	Phone	Screen unresponsive	Phone setting adjusted
00076109	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076092	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076134	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076120	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076273	9/18/17	9/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076184	9/18/17	9/20/17	Phone	Caller ID not working	Phone setting adjusted
00076121	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076104	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076236	9/18/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00076234	9/18/17	9/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076287	9/18/17	9/18/17	Phone	Answering machine won't play messages	Phone rebooted
00076286	9/18/17	9/18/17	Phone	Caller ID not working	Phone setting adjusted
00076195	9/18/17	9/18/17	Phone	Can't make and/or receive calls	No Trouble Found
00076419	9/19/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00076320	9/19/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00076306	9/19/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00076353	9/19/17	9/19/17	Captions	Not working/starting	Phone setting adjusted
00076425	9/19/17	9/19/17	Phone	Can't make and/or receive calls	No Trouble Found
00076458	9/19/17	10/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00076448	9/19/17	10/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00076311	9/19/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076407	9/19/17	9/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076422	9/19/17	9/22/17	Captions	Not working/starting	No Trouble Found
00076340	9/19/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076327	9/19/17	9/19/17	Phone	Answering machine won't play messages	Phone rebooted
00076421	9/19/17	9/19/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076633	9/20/17	10/5/17	Captions	Not working/starting	Phone setting adjusted
00076522	9/20/17	9/20/17	Captions	Not accurate	Phone setting adjusted
00076664	9/20/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00076564	9/20/17	9/20/17	Captions	Not working/starting	Phone setting adjusted
00076502	9/20/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00076490	9/20/17	9/20/17	Captions	Not working/starting	No Trouble Found
00076567	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076498	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076485	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076637	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076475	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found
00076608	9/20/17	10/3/17	Phone	Screen unresponsive	Phone setting adjusted
00076477	9/20/17	9/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00076679	9/20/17	9/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076513	9/20/17	11/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076673	9/20/17	9/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076482	9/20/17	9/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00076568	9/20/17	9/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076478	9/20/17	9/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00076540	9/20/17	9/20/17	Captions	Not accurate	Phone setting adjusted
00076579	9/20/17	9/20/17	Phone	Screen unresponsive	Phone setting adjusted
00076550	9/20/17	9/20/17	Phone	Caller ID not working	Phone setting adjusted
00076510	9/20/17	9/20/17	Phone	Answering machine isn't taking messages	No Trouble Found

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ClearCaptions LLC,
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00076847	9/21/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00076708	9/21/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076793	9/21/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076720	9/21/17	9/21/17	Captions	Not working/starting	Phone setting adjusted
00076765	9/21/17	9/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076850	9/21/17	9/25/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076780	9/21/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076874	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076814	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076748	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076761	9/21/17	9/21/17	Phone	Caller ID not working	Phone setting adjusted
00076693	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076795	9/21/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076876	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076701	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076771	9/21/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076756	9/21/17	10/10/17	Captions	Not accurate	Phone setting adjusted
00076857	9/21/17	9/21/17	Captions	Not accurate	Phone setting adjusted
00076746	9/21/17	9/21/17	Captions	Not working/starting	No Trouble Found
00076879	9/21/17	10/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076800	9/21/17	9/21/17	Phone	Answering machine won't play messages	Phone rebooted
00076806	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076877	9/21/17	9/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076715	9/21/17	9/21/17	Phone	Answering machine won't play messages	Phone rebooted
00076894	9/22/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00076897	9/22/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00076911	9/22/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00076886	9/22/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00077040	9/22/17	9/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077014	9/22/17	9/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00076980	9/22/17	10/14/17	Phone	Screen unresponsive	Phone setting adjusted
00076948	9/22/17	10/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076990	9/22/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076983	9/22/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077037	9/22/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077034	9/22/17	10/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076913	9/22/17	9/22/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00077025	9/22/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076893	9/22/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00076881	9/22/17	9/22/17	Captions	Not working/starting	Phone setting adjusted
00076932	9/22/17	9/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00076953	9/22/17	9/22/17	Phone	Answering machine won't play messages	Phone rebooted
00077070	9/23/17	9/24/17	Captions	Not working/starting	Phone setting adjusted
00077060	9/23/17	10/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077096	9/23/17	9/23/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077069	9/23/17	9/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077066	9/23/17	9/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077103	9/23/17	9/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077132	9/24/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077130	9/24/17	9/24/17	Phone	Answering machine won't play messages	Phone rebooted
00077133	9/24/17	9/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077138	9/24/17	9/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077342	9/25/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00077190	9/25/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00077278	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077204	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077245	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077323	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077304	9/25/17	9/25/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077156	9/25/17	10/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077200	9/25/17	9/25/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077175	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077337	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077320	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077350	9/25/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077346	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077309	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077303	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077248	9/25/17	9/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077167	9/25/17	9/25/17	Phone	Screen unresponsive	Phone setting adjusted
00077302	9/25/17	9/25/17	Captions	Not working/starting	No Trouble Found
00077312	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077282	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00077237	9/25/17	9/25/17	Captions	Not working/starting	Phone setting adjusted
00077244	9/25/17	9/25/17	Phone	Answering machine won't play messages	Phone rebooted
00077571	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077570	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077575	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077410	9/26/17	9/26/17	Captions	Not working/starting	Phone setting adjusted
00077429	9/26/17	9/26/17	Phone	Answering machine won't play messages	Phone rebooted
00077432	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077553	9/26/17	9/26/17	Phone	Caller ID not working	Phone setting adjusted
00077362	9/26/17	9/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077444	9/26/17	10/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077458	9/26/17	9/28/17	Phone	Screen unresponsive	Phone setting adjusted
00077406	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077557	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077369	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077379	9/26/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077562	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077428	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077387	9/26/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077404	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077454	9/26/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077417	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077412	9/26/17	9/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077572	9/26/17	9/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077696	9/27/17	9/27/17	Captions	Not working/starting	Phone setting adjusted
00077705	9/27/17	9/27/17	Captions	Not working/starting	Phone setting adjusted
00077652	9/27/17	9/27/17	Captions	Not working/starting	No Trouble Found
00077719	9/27/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077677	9/27/17	10/17/17	Phone	Caller ID not working	Phone setting adjusted
00077777	9/27/17	10/4/17	Phone	Caller ID not working	Phone setting adjusted
00077728	9/27/17	10/2/17	Phone	Screen unresponsive	Phone setting adjusted
00077651	9/27/17	9/27/17	Captions	Not working/starting	No Trouble Found
00077611	9/27/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077766	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077691	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077726	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077711	9/27/17	9/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077590	9/27/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077626	9/27/17	9/28/17	Phone	Can't make and/or receive calls	No Trouble Found
00077615	9/27/17	10/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00077797	9/27/17	10/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077681	9/27/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077685	9/27/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077811	9/27/17	9/27/17	Captions	Not working/starting	Phone setting adjusted
00077588	9/27/17	9/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00077621	9/27/17	9/27/17	Phone	Answering machine won't play messages	No Trouble Found
00077761	9/27/17	9/27/17	Phone	Answering machine won't play messages	Phone rebooted
00077866	9/28/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00077826	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077886	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077836	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077900	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077934	9/28/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00077910	9/28/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00077870	9/28/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077993	9/28/17	9/28/17	Phone	Answering machine won't play messages	Phone rebooted
00077889	9/28/17	9/28/17	Phone	Answering machine won't play messages	Phone rebooted
00077855	9/28/17	9/28/17	Phone	Answering machine won't play messages	Phone rebooted
00077938	9/28/17	9/29/17	Phone	Screen unresponsive	Phone setting adjusted
00077978	9/28/17	10/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077992	9/28/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077890	9/28/17	9/28/17	Phone	Screen unresponsive	Phone setting adjusted
00077858	9/28/17	10/11/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00077941	9/28/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077995	9/28/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077918	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00078027	9/28/17	9/28/17	Captions	Not working/starting	Phone setting adjusted
00077888	9/28/17	9/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078025	9/28/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00077871	9/28/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078028	9/28/17	10/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078156	9/29/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00078197	9/29/17	11/21/17	Captions	Not working/starting	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00078063	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078091	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078109	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078075	9/29/17	9/29/17	Captions	Not working/starting	Phone setting adjusted
00078225	9/29/17	10/2/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078143	9/29/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078116	9/29/17	9/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078104	9/29/17	9/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078100	9/29/17	9/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078114	9/29/17	10/5/17	Phone	Screen unresponsive	Phone setting adjusted
00078182	9/29/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078183	9/29/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078141	9/29/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078181	9/29/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078212	9/29/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078041	9/29/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078045	9/29/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078206	9/29/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078119	9/29/17	9/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078159	9/29/17	9/29/17	Phone	Answering machine won't play messages	Phone rebooted
00078255	9/30/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078271	9/30/17	9/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078292	9/30/17	10/8/17	Captions	Not working/starting	No Trouble Found
00078323	10/1/17	10/1/17	Captions	Not working/starting	Phone setting adjusted
00078309	10/1/17	10/1/17	Captions	Not working/starting	Phone setting adjusted
00078308	10/1/17	10/1/17	Phone	Screen unresponsive	Phone setting adjusted
00078311	10/1/17	10/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078320	10/1/17	10/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078459	10/2/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00078343	10/2/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00078340	10/2/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00078375	10/2/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00078504	10/2/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078455	10/2/17	10/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078398	10/2/17	10/2/17	Phone	Answering machine won't play messages	Phone rebooted
00078433	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078384	10/2/17	10/2/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00078483	10/2/17	10/2/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078490	10/2/17	10/29/17	Phone	Answering machine won't play messages	Phone rebooted
00078432	10/2/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078439	10/2/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078472	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078505	10/2/17	10/3/17	Phone	Screen unresponsive	Phone setting adjusted
00078511	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078485	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078442	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078337	10/2/17	10/3/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00078404	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078488	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078374	10/2/17	10/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078498	10/2/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00078420	10/2/17	10/2/17	Captions	Not working/starting	Phone setting adjusted
00078431	10/2/17	10/2/17	Phone	Screen unresponsive	Phone setting adjusted
00078540	10/3/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078626	10/3/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078732	10/3/17	10/3/17	Captions	Not working/starting	Phone setting adjusted
00078724	10/3/17	10/5/17	Captions	Not working/starting	Phone setting adjusted
00078630	10/3/17	10/4/17	Captions	Not working/starting	Phone setting adjusted
00078667	10/3/17	10/4/17	Captions	Both sides of the conversation	Phone setting adjusted
00078578	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078665	10/3/17	10/3/17	Phone	Answering machine won't play messages	Phone rebooted
00078663	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078719	10/3/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078562	10/3/17	10/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078733	10/3/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078648	10/3/17	10/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078657	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078595	10/3/17	10/11/17	Phone	Screen unresponsive	Phone setting adjusted
00078727	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078538	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078577	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078737	10/3/17	10/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078726	10/3/17	10/3/17	Captions	Not accurate	No Trouble Found

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ClearCaptions LLC,
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00078721	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078633	10/3/17	10/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078621	10/3/17	10/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078915	10/4/17	10/4/17	Captions	Not working/starting	Phone setting adjusted
00078785	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078817	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078804	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078822	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078854	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	No Trouble Found
00078897	10/4/17	10/4/17	Phone	Answering machine won't play messages	Phone rebooted
00078751	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078806	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078807	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078797	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078786	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078767	10/4/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078890	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078942	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078801	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078874	10/4/17	10/4/17	Captions	Not working/starting	No Trouble Found
00078836	10/4/17	10/11/17	Captions	Not working/starting	No Trouble Found
00078945	10/4/17	10/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078808	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078754	10/4/17	10/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00078743	10/4/17	10/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078991	10/5/17	10/5/17	Captions	Not working/starting	No Trouble Found
00079033	10/5/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00079150	10/5/17	10/5/17	Captions	Not working/starting	No Trouble Found
00078998	10/5/17	10/5/17	Phone	Answering machine isn't taking messages	No Trouble Found
00079110	10/5/17	10/5/17	Phone	Screen unresponsive	Phone setting adjusted
00079079	10/5/17	10/25/17	Captions	Not working/starting	Phone setting adjusted
00078971	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00079024	10/5/17	10/25/17	Phone	Caller ID not working	Phone setting adjusted
00079050	10/5/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079036	10/5/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078985	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00079133	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00079068	10/5/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078953	10/5/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079101	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00078982	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00079143	10/5/17	12/7/17	Phone	Is stuck on the boot up screen	No Trouble Found
00079114	10/5/17	10/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00078958	10/5/17	10/5/17	Captions	Not working/starting	No Trouble Found
00079049	10/5/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00078954	10/5/17	10/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079153	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00079155	10/5/17	10/9/17	Phone	Answering machine isn't taking messages	No Trouble Found
00079104	10/5/17	10/5/17	Phone	Caller ID not working	No Trouble Found
00079094	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00079131	10/5/17	10/5/17	Phone	Answering machine won't play messages	No Trouble Found
00079008	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00078999	10/5/17	10/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00079269	10/6/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00079244	10/6/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079174	10/6/17	10/18/17	Phone	Can't make and/or receive calls	No Trouble Found
00079204	10/6/17	10/6/17	Captions	Not working/starting	No Trouble Found
00079207	10/6/17	10/17/17	Phone	Can't make and/or receive calls	No Trouble Found
00079265	10/6/17	10/6/17	Phone	Answering machine won't play messages	Phone rebooted
00079213	10/6/17	10/15/17	Phone	Answering machine won't play messages	No Trouble Found
00079188	10/6/17	10/6/17	Phone	Answering machine isn't taking messages	No Trouble Found
00079263	10/6/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079198	10/6/17	10/23/17	Phone	Can't make and/or receive calls	No Trouble Found
00079236	10/6/17	10/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079281	10/6/17	10/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079224	10/6/17	10/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079305	10/6/17	11/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079208	10/6/17	10/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00079160	10/6/17	10/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00079299	10/6/17	10/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079297	10/6/17	10/6/17	Captions	Not working/starting	Phone setting adjusted
00079250	10/6/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00079291	10/6/17	10/6/17	Captions	Not working/starting	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00079275	10/6/17	10/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079252	10/6/17	10/6/17	Phone	Answering machine isn't taking messages	No Trouble Found
00079327	10/8/17	10/8/17	Captions	Not working/starting	Phone setting adjusted
00079331	10/8/17	10/8/17	Captions	Not working/starting	Phone setting adjusted
00079334	10/8/17	10/8/17	Phone	Can't make and/or receive calls	No Trouble Found
00079398	10/9/17	11/1/17	Captions	Not accurate	Phone setting adjusted
00079481	10/9/17	10/9/17	Captions	Not working/starting	No Trouble Found
00079571	10/9/17	10/9/17	Captions	Not working/starting	Phone setting adjusted
00079362	10/9/17	10/27/17	Captions	Not working/starting	No Trouble Found
00079389	10/9/17	10/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00079419	10/9/17	10/9/17	Phone	Answering machine won't play messages	Phone rebooted
00079544	10/9/17	10/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00079438	10/9/17	10/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079465	10/9/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079482	10/9/17	10/19/17	Phone	Can't make and/or receive calls	No Trouble Found
00079460	10/9/17	10/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079451	10/9/17	10/25/17	Phone	Caller ID not working	Phone setting adjusted
00079373	10/9/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079529	10/9/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079392	10/9/17	10/9/17	Phone	Caller ID not working	Phone setting adjusted
00079379	10/9/17	10/23/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00079501	10/9/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079521	10/9/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079409	10/9/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079505	10/9/17	10/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079363	10/9/17	10/9/17	Phone	Answering machine isn't taking messages	No Trouble Found
00079568	10/9/17	10/9/17	Phone	Screen unresponsive	Phone setting adjusted
00079442	10/9/17	10/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079551	10/9/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079558	10/9/17	10/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00079541	10/9/17	10/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079495	10/9/17	10/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00079473	10/9/17	10/9/17	Phone	Answering machine won't play messages	No Trouble Found
00079795	10/10/17	11/1/17	Captions	Not accurate	Phone setting adjusted
00079788	10/10/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00079741	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079658	10/10/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00079590	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079775	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079678	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079640	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079791	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079593	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079808	10/10/17	10/11/17	Phone	Answering machine won't play messages	Phone rebooted
00079633	10/10/17	10/10/17	Phone	Answering machine won't play messages	Phone rebooted
00079651	10/10/17	10/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00079776	10/10/17	10/10/17	Phone	Caller ID not working	Phone setting adjusted
00079735	10/10/17	10/18/17	Captions	Not working/starting	Phone setting adjusted
00079604	10/10/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079617	10/10/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079743	10/10/17	10/10/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00079688	10/10/17	10/10/17	Phone	Answering machine won't play messages	Phone rebooted
00079701	10/10/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079601	10/10/17	10/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079664	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079723	10/10/17	10/10/17	Captions	Not working/starting	Phone setting adjusted
00079607	10/10/17	10/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00079744	10/10/17	10/10/17	Phone	Answering machine won't play messages	No Trouble Found
00080000	10/11/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00079962	10/11/17	10/11/17	Captions	Not working/starting	Phone setting adjusted
00079876	10/11/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00079827	10/11/17	10/11/17	Captions	Not working/starting	Phone setting adjusted
00079879	10/11/17	10/11/17	Captions	Not working/starting	Phone setting adjusted
00079988	10/11/17	10/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079912	10/11/17	10/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079948	10/11/17	10/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00079857	10/11/17	10/11/17	Phone	Answering machine won't play messages	Phone rebooted
00079874	10/11/17	10/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00079853	10/11/17	10/13/17	Phone	Answering machine isn't taking messages	Phone rebooted
00079877	10/11/17	10/11/17	Phone	Answering machine won't play messages	Phone rebooted
00079855	10/11/17	10/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00080018	10/11/17	10/11/17	Phone	Answering machine won't play messages	Phone rebooted
00079990	10/11/17	10/15/17	Captions	Not working/starting	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00079998	10/11/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00079995	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079867	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079894	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079960	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079979	10/11/17	10/11/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00079940	10/11/17	10/11/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00080024	10/11/17	10/25/17	Captions	Not working/starting	Phone setting adjusted
00080038	10/11/17	10/11/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00079925	10/11/17	10/11/17	Phone	Answering machine won?t play messages	Phone rebooted
00080026	10/11/17	10/11/17	Phone	Answering machine won?t play messages	No Trouble Found
00080126	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080094	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080261	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080205	10/12/17	10/12/17	Captions	Not working/starting	Phone setting adjusted
00080177	10/12/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00080077	10/12/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00080160	10/12/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080164	10/12/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080196	10/12/17	10/12/17	Phone	Answering machine won?t play messages	Phone rebooted
00080052	10/12/17	10/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080242	10/12/17	10/12/17	Phone	Answering machine won?t play messages	Phone rebooted
00080200	10/12/17	10/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080169	10/12/17	10/18/17	Phone	Caller ID not working	Phone setting adjusted
00080075	10/12/17	12/5/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080172	10/12/17	11/16/17	Phone	Screen unresponsive	Phone setting adjusted
00080142	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080129	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080063	10/12/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080043	10/12/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080267	10/12/17	10/13/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00080234	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080269	10/12/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080247	10/12/17	10/12/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080147	10/12/17	10/12/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080329	10/13/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080354	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080306	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080403	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080338	10/13/17	10/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080391	10/13/17	11/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080466	10/13/17	10/14/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080388	10/13/17	10/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080427	10/13/17	10/13/17	Phone	Screen unresponsive	Phone setting adjusted
00080378	10/13/17	10/14/17	Captions	Not working/starting	Phone setting adjusted
00080420	10/13/17	10/21/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080321	10/13/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080390	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080467	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080446	10/13/17	10/20/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080402	10/13/17	10/17/17	Captions	Not working/starting	No Trouble Found
00080472	10/13/17	10/13/17	Captions	Not working/starting	Phone setting adjusted
00080380	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080368	10/13/17	10/13/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080363	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080481	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080482	10/13/17	10/24/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080424	10/13/17	10/24/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080443	10/13/17	10/13/17	Phone	Screen unresponsive	Phone setting adjusted
00080312	10/13/17	10/13/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080553	10/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00080500	10/14/17	10/14/17	Captions	Not working/starting	No Trouble Found
00080532	10/14/17	10/27/17	Phone	Screen unresponsive	No Trouble Found
00080497	10/14/17	11/7/17	Captions	Not working/starting	No Trouble Found
00080533	10/14/17	10/14/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080575	10/15/17	10/15/17	Phone	Answering machine won?t play messages	Phone rebooted
00080564	10/15/17	10/15/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080574	10/15/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080603	10/16/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080794	10/16/17	10/16/17	Captions	Not working/starting	No Trouble Found
00080606	10/16/17	10/18/17	Captions	Not working/starting	Phone setting adjusted
00080634	10/16/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00080620	10/16/17	11/20/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00080686	10/16/17	10/16/17	Captions	Not working/starting	Phone setting adjusted
00080586	10/16/17	11/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080792	10/16/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080811	10/16/17	10/16/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00080799	10/16/17	10/16/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00080831	10/16/17	10/16/17	Phone	Answering machine won?t play messages	Phone rebooted
00080631	10/16/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080760	10/16/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080652	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080727	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080661	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080717	10/16/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080616	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080808	10/16/17	10/18/17	Captions	Not accurate	No Trouble Found
00080653	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080589	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	No Trouble Found
00080723	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080650	10/16/17	10/16/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081073	10/17/17	10/20/17	Captions	Not working/starting	No Trouble Found
00080859	10/17/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00080900	10/17/17	10/17/17	Captions	Not working/starting	Phone setting adjusted
00080840	10/17/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080936	10/17/17	10/17/17	Phone	Answering machine won?t play messages	No Trouble Found
00081033	10/17/17	10/17/17	Phone	Screen unresponsive	No Trouble Found
00080839	10/17/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080901	10/17/17	10/17/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00080970	10/17/17	10/19/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081026	10/17/17	10/17/17	Captions	Not working/starting	No Trouble Found
00080912	10/17/17	10/17/17	Phone	Answering machine won?t play messages	No Trouble Found
00081041	10/17/17	10/17/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00080967	10/17/17	10/27/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081127	10/18/17	11/10/17	Captions	Not working/starting	No Trouble Found
00081097	10/18/17	10/18/17	Captions	Not working/starting	No Trouble Found
00081255	10/18/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081084	10/18/17	10/18/17	Phone	Answering machine won?t play messages	No Trouble Found
00081187	10/18/17	10/18/17	Phone	Answering machine isn?t taking messages	Phone rebooted
00081092	10/18/17	10/18/17	Phone	Answering machine isn?t taking messages	No Trouble Found
00081143	10/18/17	10/18/17	Phone	Caller ID not working	No Trouble Found
00081083	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081126	10/18/17	10/20/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081215	10/18/17	10/18/17	Phone	Screen unresponsive	Phone setting adjusted
00081224	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081170	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081176	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081155	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081098	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081136	10/18/17	11/7/17	Captions	Not accurate	No Trouble Found
00081079	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081082	10/18/17	10/18/17	Phone	Answering machine won?t play messages	No Trouble Found
00081132	10/18/17	10/18/17	Phone	Can?t make and/or receive calls	No Trouble Found
00081295	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081455	10/19/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00081423	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081357	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081426	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081448	10/19/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00081283	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081447	10/19/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00081289	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081441	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081428	10/19/17	10/26/17	Phone	Answering machine won?t play messages	Phone rebooted
00081343	10/19/17	10/19/17	Phone	Answering machine won?t play messages	Phone rebooted
00081378	10/19/17	11/2/17	Phone	Answering machine won?t play messages	Phone rebooted
00081277	10/19/17	11/20/17	Captions	Not working/starting	Phone rebooted
00081354	10/19/17	10/22/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081294	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081415	10/19/17	10/19/17	Phone	Screen unresponsive	Phone setting adjusted
00081293	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081269	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081406	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081427	10/19/17	11/1/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081307	10/19/17	10/19/17	Phone	Can?t make and/or receive calls	Phone setting adjusted
00081387	10/19/17	11/8/17	Phone	Can?t make and/or receive calls	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00081309	10/19/17	10/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081454	10/19/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081431	10/19/17	10/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081444	10/19/17	10/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081459	10/19/17	10/19/17	Captions	Not working/starting	Phone setting adjusted
00081315	10/19/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00081446	10/19/17	10/19/17	Phone	Answering machine won't play messages	Phone rebooted
00081634	10/20/17	10/24/17	Captions	Stopping during calls	Phone setting adjusted
00081499	10/20/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00081503	10/20/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00081638	10/20/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00081531	10/20/17	10/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00081615	10/20/17	10/20/17	Phone	Answering machine won't play messages	Phone rebooted
00081492	10/20/17	10/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00081528	10/20/17	11/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081620	10/20/17	11/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081551	10/20/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081515	10/20/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081506	10/20/17	10/28/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00081574	10/20/17	10/20/17	Captions	Not working/starting	Phone setting adjusted
00081663	10/21/17	10/31/17	Captions	Not working/starting	Phone setting adjusted
00081693	10/21/17	10/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00081673	10/21/17	11/21/17	Phone	Screen unresponsive	Phone setting adjusted
00081669	10/21/17	10/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081705	10/21/17	10/21/17	Phone	Screen unresponsive	No Trouble Found
00081722	10/22/17	10/22/17	Captions	Not accurate	Phone setting adjusted
00081741	10/22/17	10/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00081747	10/22/17	10/22/17	Phone	Can't make and/or receive calls	No Trouble Found
00081727	10/22/17	10/23/17	Phone	Answering machine isn't taking messages	No Trouble Found
00081733	10/22/17	10/22/17	Phone	Answering machine won't play messages	No Trouble Found
00081750	10/22/17	10/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00081749	10/22/17	10/22/17	Phone	Can't make and/or receive calls	No Trouble Found
00081721	10/22/17	10/22/17	Phone	Can't make and/or receive calls	No Trouble Found
00082019	10/23/17	10/23/17	Captions	Not working/starting	No Trouble Found
00081917	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081910	10/23/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00081884	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081858	10/23/17	10/27/17	Captions	Not working/starting	Phone setting adjusted
00081941	10/23/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00081945	10/23/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00081793	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081766	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081785	10/23/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081908	10/23/17	10/27/17	Captions	Not working/starting	Phone setting adjusted
00081925	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081947	10/23/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00081936	10/23/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00081971	10/23/17	10/28/17	Captions	Not working/starting	Phone setting adjusted
00081944	10/23/17	10/28/17	Captions	Not working/starting	Phone setting adjusted
00081912	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081928	10/23/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00081969	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00081984	10/23/17	10/26/17	Phone	Answering machine won't play messages	Phone rebooted
00081792	10/23/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00081782	10/23/17	10/23/17	Phone	Answering machine isn't taking messages	Phone rebooted
00081920	10/23/17	10/23/17	Phone	Answering machine won't play messages	Phone rebooted
00081886	10/23/17	11/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00081894	10/23/17	10/23/17	Phone	Screen unresponsive	Phone setting adjusted
00081833	10/23/17	10/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081899	10/23/17	10/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081844	10/23/17	10/28/17	Phone	Screen unresponsive	Phone setting adjusted
00081800	10/23/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081980	10/23/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081776	10/23/17	11/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082003	10/23/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081803	10/23/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00081876	10/23/17	11/11/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00081974	10/23/17	10/23/17	Captions	Not working/starting	Phone setting adjusted
00082018	10/23/17	10/24/17	Captions	Not working/starting	No Trouble Found
00082004	10/23/17	10/23/17	Phone	Answering machine isn't taking messages	No Trouble Found
00081852	10/23/17	10/23/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082095	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082253	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00082175	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082172	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082136	10/24/17	11/10/17	Captions	Not accurate	Phone setting adjusted
00082106	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082029	10/24/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00082040	10/24/17	11/7/17	Captions	Not working/starting	No Trouble Found
00082141	10/24/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00082192	10/24/17	10/24/17	Captions	Not working/starting	Phone setting adjusted
00082098	10/24/17	10/24/17	Phone	Answering machine won't play messages	Phone rebooted
00082117	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082198	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082057	10/24/17	10/24/17	Phone	Screen unresponsive	Phone setting adjusted
00082212	10/24/17	10/31/17	Captions	Not working/starting	Phone setting adjusted
00082041	10/24/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082160	10/24/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082186	10/24/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082127	10/24/17	10/24/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082237	10/24/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00082033	10/24/17	10/24/17	Captions	Not working/starting	No Trouble Found
00082123	10/24/17	11/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00082100	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082256	10/24/17	10/24/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082244	10/24/17	11/13/17	Phone	Screen unresponsive	No Trouble Found
00082225	10/24/17	10/24/17	Phone	Caller ID not working	Phone setting adjusted
00082496	10/25/17	12/8/17	Captions	Not working/starting	Phone setting adjusted
00082449	10/25/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00082298	10/25/17	10/25/17	Phone	Answering machine won't play messages	Phone rebooted
00082301	10/25/17	11/2/17	Phone	Screen unresponsive	Phone setting adjusted
00082293	10/25/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082353	10/25/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082377	10/25/17	11/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082372	10/25/17	11/17/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00082270	10/25/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082433	10/25/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082376	10/25/17	11/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00082282	10/25/17	10/25/17	Phone	Screen unresponsive	Phone setting adjusted
00082278	10/25/17	11/2/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00082268	10/25/17	10/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082487	10/25/17	10/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082478	10/25/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082431	10/25/17	10/25/17	Phone	Caller ID not working	Phone setting adjusted
00082603	10/26/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00082541	10/26/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00082688	10/26/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00082581	10/26/17	10/31/17	Captions	Not working/starting	Phone setting adjusted
00082545	10/26/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00082533	10/26/17	10/26/17	Captions	Not working/starting	Phone setting adjusted
00082593	10/26/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00082643	10/26/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00082614	10/26/17	10/28/17	Captions	Not working/starting	Phone setting adjusted
00082698	10/26/17	10/26/17	Phone	Answering machine won't play messages	Phone rebooted
00082657	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082633	10/26/17	10/26/17	Phone	Caller ID not working	Phone setting adjusted
00082627	10/26/17	10/26/17	Phone	Answering machine won't play messages	Phone rebooted
00082689	10/26/17	10/26/17	Phone	Screen unresponsive	Phone setting adjusted
00082597	10/26/17	10/26/17	Phone	Screen unresponsive	Phone setting adjusted
00082629	10/26/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082694	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082662	10/26/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082647	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082667	10/26/17	10/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082710	10/26/17	10/26/17	Phone	Caller ID not working	Phone setting adjusted
00082672	10/26/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082814	10/27/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00082749	10/27/17	10/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082836	10/27/17	10/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082742	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082723	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082876	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082776	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082802	10/27/17	10/27/17	Phone	Answering machine won't play messages	Phone rebooted
00082844	10/27/17	10/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082725	10/27/17	10/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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ClearCaptions LLC,

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00082780	10/27/17	10/27/17	Phone	Answering machine won't play messages	No Trouble Found
00082890	10/27/17	10/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082915	10/28/17	10/28/17	Phone	Caller ID not working	Phone setting adjusted
00082938	10/28/17	10/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082926	10/28/17	10/28/17	Phone	Screen unresponsive	Phone setting adjusted
00082961	10/28/17	10/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00082918	10/28/17	11/13/17	Phone	Screen unresponsive	Phone setting adjusted
00082982	10/28/17	10/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083004	10/29/17	10/29/17	Captions	Not working/starting	Phone setting adjusted
00082990	10/29/17	11/3/17	Captions	Not working/starting	Phone setting adjusted
00082998	10/29/17	10/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00082993	10/29/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083008	10/29/17	10/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083358	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083339	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083321	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083320	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083313	10/30/17	11/13/17	Captions	Not working/starting	No Trouble Found
00083306	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083296	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083265	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083249	10/30/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083208	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083218	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083331	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083260	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083213	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083206	10/30/17	11/20/17	Captions	Not working/starting	No Trouble Found
00083336	10/30/17	11/14/17	Captions	Not working/starting	No Trouble Found
00083110	10/30/17	10/30/17	Captions	Not working/starting	Phone setting adjusted
00083230	10/30/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083267	10/30/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083167	10/30/17	10/30/17	Captions	Not working/starting	No Trouble Found
00083120	10/30/17	11/7/17	Phone	Caller ID not working	No Trouble Found
00083299	10/30/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083366	10/30/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083038	10/30/17	11/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083043	10/30/17	11/15/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083117	10/30/17	10/30/17	Phone	Answering machine won't play messages	Phone rebooted
00083112	10/30/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083338	10/30/17	11/3/17	Phone	Is stuck on the boot up screen	No Trouble Found
00083301	10/30/17	10/31/17	Phone	Can't make and/or receive calls	No Trouble Found
00083106	10/30/17	11/9/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00083179	10/30/17	10/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00083283	10/30/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083279	10/30/17	10/30/17	Captions	Not working/starting	No Trouble Found
00083255	10/30/17	11/8/17	Captions	Not working/starting	No Trouble Found
00083055	10/30/17	10/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083199	10/30/17	10/30/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083040	10/30/17	10/30/17	Phone	Screen unresponsive	Phone setting adjusted
00083630	10/31/17	11/3/17	Captions	Both sides of the conversation	No Trouble Found
00083625	10/31/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083377	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083507	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083582	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083458	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083484	10/31/17	11/14/17	Captions	Not working/starting	Customer retraining provided
00083376	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083500	10/31/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083410	10/31/17	10/31/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083561	10/31/17	11/1/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083385	10/31/17	10/31/17	Phone	Answering machine won't play messages	No Trouble Found
00083418	10/31/17	2/6/18	Captions	Not working/starting	No Trouble Found
00083445	10/31/17	11/14/17	Phone	Answering machine won't play messages	No Trouble Found
00083493	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083434	10/31/17	10/31/17	Captions	Not working/starting	No Trouble Found
00083469	10/31/17	10/31/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083525	10/31/17	11/1/17	Phone	Can't make and/or receive calls	No Trouble Found
00083718	11/1/17	11/20/17	Captions	Not working/starting	No Trouble Found
00083779	11/1/17	11/1/17	Captions	Not working/starting	Customer retraining provided
00083820	11/1/17	11/1/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083650	11/1/17	11/1/17	Phone	Answering machine isn't taking messages	No Trouble Found
00083653	11/1/17	11/1/17	Phone	Screen unresponsive	No Trouble Found

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ClearCaptions LLC,
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00083647	11/1/17	11/1/17	Captions	Not working/starting	No Trouble Found
00083738	11/1/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00083712	11/1/17	11/1/17	Phone	Can't make and/or receive calls	No Trouble Found
00083709	11/1/17	11/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00083763	11/1/17	11/15/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083633	11/1/17	11/1/17	Phone	Can't make and/or receive calls	No Trouble Found
00083654	11/1/17	11/2/17	Phone	Can't make and/or receive calls	No Trouble Found
00083747	11/1/17	11/3/17	Phone	Can't make and/or receive calls	Customer retraining provided
00083721	11/1/17	11/1/17	Phone	Can't make and/or receive calls	No Trouble Found
00083693	11/1/17	11/27/17	Phone	Can't make and/or receive calls	No Trouble Found
00083744	11/1/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083826	11/1/17	11/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083807	11/1/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00083743	11/1/17	11/1/17	Captions	Not working/starting	Phone setting adjusted
00083788	11/1/17	11/1/17	Phone	Answering machine won't play messages	Phone rebooted
00083734	11/1/17	11/1/17	Phone	Can't make and/or receive calls	No Trouble Found
00083776	11/1/17	11/1/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083825	11/1/17	11/1/17	Phone	Answering machine won't play messages	Phone rebooted
00083968	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00084037	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00084036	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083877	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083931	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00084022	11/2/17	11/2/17	Captions	Stopping during calls	Phone setting adjusted
00083838	11/2/17	11/2/17	Phone	Answering machine won't play messages	No Trouble Found
00083880	11/2/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083896	11/2/17	11/2/17	Phone	Answering machine isn't taking messages	Phone rebooted
00083875	11/2/17	11/2/17	Phone	Answering machine won't play messages	No Trouble Found
00083855	11/2/17	11/2/17	Phone	Answering machine won't play messages	No Trouble Found
00083839	11/2/17	11/2/17	Phone	Can't make and/or receive calls	No Trouble Found
00083914	11/2/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083999	11/2/17	11/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083849	11/2/17	11/2/17	Phone	Can't make and/or receive calls	No Trouble Found
00083986	11/2/17	11/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083955	11/2/17	11/8/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00084035	11/2/17	11/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083853	11/2/17	11/6/17	Phone	Can't make and/or receive calls	No Trouble Found
00084034	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083926	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083889	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083919	11/2/17	11/2/17	Captions	Not working/starting	Phone setting adjusted
00083872	11/2/17	11/2/17	Phone	Can't make and/or receive calls	No Trouble Found
00083959	11/2/17	11/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00083954	11/2/17	11/2/17	Phone	Answering machine won't play messages	No Trouble Found
00084042	11/2/17	11/2/17	Phone	Answering machine won't play messages	Phone rebooted
00084009	11/2/17	11/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00084167	11/3/17	11/12/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084134	11/3/17	11/3/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084137	11/3/17	11/3/17	Phone	Screen unresponsive	No Trouble Found
00084062	11/3/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084130	11/3/17	11/3/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084065	11/3/17	11/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00084111	11/3/17	11/3/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084057	11/3/17	11/3/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084217	11/3/17	11/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084205	11/3/17	11/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084097	11/3/17	11/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00084099	11/3/17	11/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00084163	11/3/17	11/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00084206	11/3/17	11/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084147	11/3/17	11/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00084143	11/3/17	11/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00084060	11/3/17	11/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084064	11/3/17	11/20/17	Captions	Not working/starting	No Trouble Found
00084124	11/3/17	11/3/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084116	11/3/17	11/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00084180	11/3/17	11/3/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084171	11/3/17	11/3/17	Phone	Can't make and/or receive calls	No Trouble Found
00084098	11/3/17	11/6/17	Phone	Answering machine won't play messages	No Trouble Found
00084287	11/4/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00084273	11/4/17	11/4/17	Captions	Not working/starting	Phone setting adjusted
00084250	11/4/17	11/4/17	Captions	Not working/starting	Phone setting adjusted
00084237	11/4/17	11/7/17	Captions	Not accurate	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00084301	11/5/17	11/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084390	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084529	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084492	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084461	11/6/17	12/19/17	Captions	Not working/starting	Phone setting adjusted
00084495	11/6/17	11/7/17	Captions	Not working/starting	Phone setting adjusted
00084310	11/6/17	11/6/17	Captions	Not accurate	Phone setting adjusted
00084463	11/6/17	11/6/17	Captions	Not working/starting	Phone setting adjusted
00084414	11/6/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084421	11/6/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00084325	11/6/17	11/6/17	Phone	Answering machine won't play messages	Phone rebooted
00084430	11/6/17	11/6/17	Phone	Screen unresponsive	Phone setting adjusted
00084543	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084485	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084387	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084503	11/6/17	11/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084539	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084308	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084338	11/6/17	11/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084532	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084436	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084538	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084546	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084309	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084408	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084371	11/6/17	11/8/17	Phone	Screen unresponsive	Phone setting adjusted
00084339	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084413	11/6/17	11/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084311	11/6/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084519	11/6/17	11/6/17	Phone	Answering machine won't play messages	Phone rebooted
00084396	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084386	11/6/17	11/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084702	11/7/17	12/1/17	Captions	Not working/starting	No Trouble Found
00084719	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084780	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084746	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084743	11/7/17	11/7/17	Captions	Not working/starting	No Trouble Found
00084758	11/7/17	11/11/17	Captions	Not working/starting	No Trouble Found
00084782	11/7/17	11/8/17	Captions	Not accurate	Customer retraining provided
00084721	11/7/17	11/7/17	Phone	Answering machine won't play messages	No Trouble Found
00084714	11/7/17	11/7/17	Phone	Answering machine won't play messages	No Trouble Found
00084760	11/7/17	11/7/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084622	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084552	11/7/17	11/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084781	11/7/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084776	11/7/17	11/8/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084557	11/7/17	11/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084680	11/7/17	11/9/17	Phone	Caller ID not working	No Trouble Found
00084589	11/7/17	11/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084554	11/7/17	11/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084570	11/7/17	11/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084573	11/7/17	11/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084681	11/7/17	11/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00084784	11/7/17	11/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084765	11/7/17	11/7/17	Phone	Can't make and/or receive calls	No Trouble Found
00084600	11/7/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084597	11/7/17	11/8/17	Captions	Stopping during calls	Phone setting adjusted
00084753	11/7/17	11/14/17	Captions	Not working/starting	No Trouble Found
00084563	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084735	11/7/17	11/14/17	Phone	Answering machine won't play messages	No Trouble Found
00084595	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084693	11/7/17	12/5/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084560	11/7/17	11/7/17	Phone	Answering machine won't play messages	Phone rebooted
00084632	11/7/17	11/7/17	Phone	Caller ID not working	No Trouble Found
00084938	11/8/17	11/21/17	Captions	Not working/starting	No Trouble Found
00084796	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084836	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084858	11/8/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00084946	11/8/17	11/8/17	Captions	Not working/starting	No Trouble Found
00084789	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084828	11/8/17	11/13/17	Captions	Stopping during calls	Phone setting adjusted
00084856	11/8/17	11/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084934	11/8/17	12/13/17	Phone	Answering machine isn't taking messages	No Trouble Found

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ClearCaptions LLC,

2018 Annual Consumer Complaint Log Summary

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00084904	11/8/17	11/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084881	11/8/17	11/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084907	11/8/17	11/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084792	11/8/17	11/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084798	11/8/17	12/13/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00084913	11/8/17	11/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084922	11/8/17	11/8/17	Phone	Caller ID not working	No Trouble Found
00084794	11/8/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084875	11/8/17	11/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084860	11/8/17	12/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00084797	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084948	11/8/17	11/8/17	Captions	Not working/starting	Phone setting adjusted
00084930	11/8/17	11/8/17	Phone	Answering machine isn't taking messages	No Trouble Found
00084871	11/8/17	11/8/17	Phone	Answering machine isn't taking messages	Phone rebooted
00084801	11/8/17	12/6/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085112	11/9/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085050	11/9/17	11/9/17	Captions	Not working/starting	Phone setting adjusted
00085122	11/9/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085103	11/9/17	11/9/17	Captions	Not working/starting	Phone setting adjusted
00085038	11/9/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00085023	11/9/17	11/9/17	Phone	Answering machine isn't taking messages	No Trouble Found
00085101	11/9/17	11/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085084	11/9/17	12/12/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085052	11/9/17	11/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085040	11/9/17	12/4/17	Phone	Screen unresponsive	No Trouble Found
00085144	11/9/17	11/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085124	11/9/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085027	11/9/17	11/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00085051	11/9/17	11/9/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085135	11/9/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085163	11/9/17	11/9/17	Phone	Can't make and/or receive calls	No Trouble Found
00085162	11/9/17	11/18/17	Phone	Can't make and/or receive calls	No Trouble Found
00085076	11/9/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00085104	11/9/17	11/9/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085294	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085305	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085330	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085242	11/10/17	11/10/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085187	11/10/17	11/15/17	Phone	Answering machine isn't taking messages	No Trouble Found
00085205	11/10/17	12/11/17	Phone	Answering machine won't play messages	No Trouble Found
00085258	11/10/17	11/20/17	Captions	Not accurate	Phone setting adjusted
00085218	11/10/17	11/10/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085174	11/10/17	11/13/17	Phone	Is stuck on the boot up screen	No Trouble Found
00085288	11/10/17	11/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085265	11/10/17	12/7/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085309	11/10/17	11/10/17	Captions	Not working/starting	Phone setting adjusted
00085234	11/10/17	11/10/17	Phone	Answering machine won't play messages	Phone rebooted
00085302	11/10/17	11/10/17	Phone	Answering machine isn't taking messages	No Trouble Found
00085396	11/11/17	11/11/17	Captions	Not working/starting	No Trouble Found
00085437	11/11/17	11/14/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085398	11/11/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085370	11/11/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085377	11/11/17	12/11/17	Phone	Can't make and/or receive calls	No Trouble Found
00085476	11/12/17	11/12/17	Captions	Not working/starting	Phone setting adjusted
00085470	11/12/17	11/16/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085473	11/12/17	11/12/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085474	11/12/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085517	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085491	11/13/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00085716	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085493	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085630	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085514	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085672	11/13/17	11/13/17	Captions	Not working/starting	Phone setting adjusted
00085600	11/13/17	11/13/17	Phone	Answering machine won't play messages	Phone rebooted
00085508	11/13/17	12/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085564	11/13/17	11/13/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085714	11/13/17	11/29/17	Captions	Not working/starting	No Trouble Found
00085638	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085574	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085486	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085507	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085597	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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ClearCaptions LLC,
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00085639	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085713	11/13/17	12/5/17	Phone	Can't make and/or receive calls	No Trouble Found
00085618	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085511	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085696	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085711	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085715	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085708	11/13/17	11/21/17	Captions	Not working/starting	No Trouble Found
00085691	11/13/17	11/13/17	Captions	Not working/starting	No Trouble Found
00085539	11/13/17	11/13/17	Phone	Answering machine isn't taking messages	Phone setting adjusted
00085571	11/13/17	11/13/17	Phone	Answering machine won't play messages	No Trouble Found
00085515	11/13/17	11/13/17	Phone	Can't make and/or receive calls	Phone rebooted
00085649	11/13/17	11/13/17	Phone	Can't make and/or receive calls	No Trouble Found
00085916	11/14/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00085838	11/14/17	12/7/17	Captions	Not working/starting	No Trouble Found
00085914	11/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085802	11/14/17	11/14/17	Captions	Not working/starting	No Trouble Found
00085738	11/14/17	11/14/17	Captions	Not working/starting	No Trouble Found
00085851	11/14/17	11/14/17	Captions	Not working/starting	No Trouble Found
00085845	11/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085730	11/14/17	11/14/17	Captions	Not working/starting	Phone setting adjusted
00085919	11/14/17	11/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00085723	11/14/17	11/14/17	Phone	Can't make and/or receive calls	No Trouble Found
00085791	11/14/17	11/15/17	Phone	Can't make and/or receive calls	No Trouble Found
00085879	11/14/17	11/14/17	Phone	Screen unresponsive	No Trouble Found
00085867	11/14/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00085785	11/14/17	11/20/17	Phone	Screen unresponsive	Phone setting adjusted
00085719	11/14/17	11/20/17	Captions	Not working/starting	No Trouble Found
00085796	11/14/17	11/14/17	Phone	Answering machine isn't taking messages	No Trouble Found
00086104	11/14/17	11/14/17	Phone	Answering machine won't play messages	No Trouble Found
00086099	11/15/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00086039	11/15/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00085941	11/15/17	12/5/17	Captions	Not working/starting	No Trouble Found
00086122	11/15/17	11/15/17	Captions	Not working/starting	No Trouble Found
00085946	11/15/17	11/21/17	Captions	Not working/starting	No Trouble Found
00085946	11/15/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00085947	11/15/17	12/1/17	Phone	Not working/starting	No Trouble Found
00085963	11/15/17	11/15/17	Phone	Caller ID not working	No Trouble Found
00086101	11/15/17	11/15/17	Phone	Caller ID not working	No Trouble Found
00086058	11/15/17	11/30/17	Phone	Answering machine won't play messages	Phone rebooted
00085977	11/15/17	11/30/17	Phone	Screen unresponsive	No Trouble Found
00085940	11/15/17	11/30/17	Phone	Screen unresponsive	No Trouble Found
00086065	11/15/17	11/15/17	Phone	Can't make and/or receive calls	No Trouble Found
00086049	11/15/17	11/20/17	Phone	Can't make and/or receive calls	No Trouble Found
00086012	11/15/17	11/15/17	Phone	Can't make and/or receive calls	No Trouble Found
00086062	11/15/17	12/4/17	Phone	Can't make and/or receive calls	No Trouble Found
00086010	11/15/17	11/15/17	Phone	Can't make and/or receive calls	No Trouble Found
00086010	11/15/17	11/22/17	Phone	Can't make and/or receive calls	No Trouble Found
00086131	11/15/17	11/15/17	Phone	Can't make and/or receive calls	No Trouble Found
00085976	11/15/17	11/15/17	Captions	Not working/starting	Phone setting adjusted
00085948	11/15/17	11/27/17	Captions	Not working/starting	No Trouble Found
00086333	11/16/17	11/15/17	Phone	Can't make and/or receive calls	No Trouble Found
00086195	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086277	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086211	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086169	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086155	11/16/17	11/19/17	Phone	Not working/starting	Phone setting adjusted
00086157	11/16/17	11/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086331	11/16/17	11/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086331	11/16/17	12/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086232	11/16/17	11/16/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086339	11/16/17	11/16/17	Captions	Not working/starting	No Trouble Found
00086353	11/16/17	11/16/17	Captions	Not working/starting	Phone setting adjusted
00086431	11/17/17	11/16/17	Phone	Answering machine won't play messages	No Trouble Found
00086437	11/17/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086439	11/17/17	11/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086393	11/17/17	11/17/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086387	11/17/17	12/12/17	Phone	Screen unresponsive	Phone setting adjusted
00086362	11/17/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086457	11/17/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086366	11/17/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086361	11/17/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086505	11/17/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086388	11/17/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086379	11/17/17	11/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086517	11/17/17	11/17/17	Phone	Screen unresponsive	Phone setting adjusted
00086517	11/17/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted

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 ClearCaptions LLC,
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00086533	11/17/17	11/17/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086391	11/17/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086566	11/18/17	11/20/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086598	11/18/17	11/21/17	Captions	Stopping during calls	Phone rebooted
00086621	11/18/17	11/18/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086590	11/18/17	11/18/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086648	11/19/17	11/19/17	Captions	Not working/starting	Phone setting adjusted
00086628	11/19/17	11/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086633	11/19/17	11/19/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086544	11/19/17	11/27/17	Captions	Not accurate	Phone setting adjusted
00086642	11/19/17	11/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086646	11/19/17	11/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086635	11/19/17	11/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086680	11/20/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00086749	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086811	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086721	11/20/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00086735	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086798	11/20/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00086688	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086659	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086787	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086827	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086682	11/20/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086779	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086748	11/20/17	11/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086876	11/20/17	11/22/17	Phone	Screen unresponsive	Phone setting adjusted
00086886	11/20/17	11/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086732	11/20/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086817	11/20/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086660	11/20/17	11/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086716	11/20/17	11/20/17	Phone	Caller ID not working	Phone setting adjusted
00086665	11/20/17	11/20/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086849	11/20/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086800	11/20/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086847	11/20/17	12/23/17	Phone	Screen unresponsive	Phone setting adjusted
00086860	11/20/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086864	11/20/17	11/20/17	Captions	Not working/starting	Phone setting adjusted
00086784	11/20/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00086793	11/20/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00086978	11/21/17	11/27/17	Captions	Not working/starting	No Trouble Found
00087049	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086914	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00087034	11/21/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00086902	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086897	11/21/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087008	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086989	11/21/17	11/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086968	11/21/17	11/21/17	Phone	Answering machine isn't taking messages	No Trouble Found
00087061	11/21/17	11/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086913	11/21/17	11/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086982	11/21/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086962	11/21/17	11/21/17	Captions	Both sides of the conversation	No Trouble Found
00086941	11/21/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086906	11/21/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087045	11/21/17	11/27/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00086954	11/21/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087093	11/21/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086986	11/21/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087005	11/21/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086987	11/21/17	11/21/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00086900	11/21/17	11/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087048	11/21/17	11/21/17	Captions	Not working/starting	Phone setting adjusted
00086979	11/21/17	11/21/17	Phone	Answering machine isn't taking messages	No Trouble Found
00086899	11/21/17	11/21/17	Phone	Answering machine isn't taking messages	Phone rebooted
00086959	11/21/17	11/21/17	Phone	Answering machine isn't taking messages	No Trouble Found
00087032	11/21/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00086965	11/21/17	11/21/17	Phone	Can't make and/or receive calls	No Trouble Found
00087035	11/21/17	11/21/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087182	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087117	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087208	11/22/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087113	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00087146	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087244	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087171	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087124	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087123	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087174	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087170	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087143	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087191	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087125	11/22/17	11/22/17	Captions	Not working/starting	Phone setting adjusted
00087151	11/22/17	11/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087178	11/22/17	11/22/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087164	11/22/17	11/22/17	Phone	Answering machine won't play messages	Phone rebooted
00087180	11/22/17	12/7/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087177	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087109	11/22/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087102	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087154	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087159	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087241	11/22/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087217	11/22/17	11/22/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087183	11/22/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087233	11/22/17	12/18/17	Phone	Answering machine won't play messages	No Trouble Found
00087251	11/23/17	12/20/17	Phone	Screen unresponsive	Phone setting adjusted
00087267	11/25/17	11/25/17	Captions	Not working/starting	Phone setting adjusted
00087298	11/25/17	11/25/17	Captions	Not working/starting	Phone setting adjusted
00087291	11/25/17	12/1/17	Phone	Is stuck on the boot up screen	Phone setting adjusted
00087271	11/25/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087259	11/25/17	12/15/17	Phone	Screen unresponsive	Phone setting adjusted
00087288	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087305	11/25/17	11/27/17	Phone	Screen unresponsive	Phone setting adjusted
00087280	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087289	11/25/17	11/25/17	Phone	Answering machine won't play messages	Phone rebooted
00087287	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087306	11/25/17	11/25/17	Phone	Answering machine isn't taking messages	No Trouble Found
00087263	11/25/17	11/25/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087310	11/26/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087320	11/26/17	11/26/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087318	11/26/17	11/26/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087436	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087498	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087417	11/27/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00087403	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087512	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087476	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087390	11/27/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087511	11/27/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087468	11/27/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087356	11/27/17	11/27/17	Captions	Not working/starting	Phone setting adjusted
00087528	11/27/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087524	11/27/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087405	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087406	11/27/17	12/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087375	11/27/17	11/28/17	Phone	Screen unresponsive	Phone setting adjusted
00087343	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087381	11/27/17	12/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087462	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087447	11/27/17	11/27/17	Phone	Caller ID not working	Phone setting adjusted
00087516	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087471	11/27/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087449	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087442	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087330	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087347	11/27/17	11/27/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087341	11/27/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00087494	11/27/17	11/27/17	Captions	Not accurate	Phone setting adjusted
00087550	11/27/17	11/29/17	Phone	Answering machine won't play messages	Phone rebooted
00087479	11/27/17	11/27/17	Phone	Screen unresponsive	Phone setting adjusted
00087497	11/27/17	11/27/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087781	11/28/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00087762	11/28/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00087730	11/28/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00087698	11/28/17	11/29/17	Captions	Not working/starting	Phone setting adjusted

REDACTED - FOR PUBLIC INSPECTION
ClearCaptions LLC,
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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00087554	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087651	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087552	11/28/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00087778	11/28/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087714	11/28/17	12/29/17	Captions	Not working/starting	Phone setting adjusted
00087750	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087756	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087612	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087740	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087671	11/28/17	12/20/17	Phone	Answering machine won't play messages	Phone rebooted
00087769	11/28/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087722	11/28/17	12/7/17	Captions	Not working/starting	Phone setting adjusted
00087646	11/28/17	12/13/17	Captions	Not working/starting	Phone setting adjusted
00087596	11/28/17	11/28/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087763	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087709	11/28/17	11/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087618	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087566	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087561	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087624	11/28/17	12/8/17	Phone	Screen unresponsive	Phone setting adjusted
00087749	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087771	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087620	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087597	11/28/17	12/14/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087741	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087774	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087765	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087777	11/28/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00087783	11/28/17	11/28/17	Captions	Not working/starting	Phone setting adjusted
00087672	11/28/17	11/28/17	Captions	Not accurate	Phone setting adjusted
00087670	11/28/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00087683	11/28/17	11/28/17	Captions	Not accurate	Phone setting adjusted
00087770	11/28/17	11/28/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087719	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087720	11/28/17	11/28/17	Phone	Answering machine won't play messages	Phone rebooted
00087997	11/29/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00087810	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087980	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087947	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087787	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087794	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087902	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087811	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087789	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087992	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087852	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087803	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087970	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087846	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087922	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087879	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087940	11/29/17	11/29/17	Captions	Not working/starting	Phone setting adjusted
00087991	11/29/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00087860	11/29/17	11/29/17	Phone	Caller ID not working	Phone setting adjusted
00087807	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087817	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087847	11/29/17	11/29/17	Phone	Caller ID not working	Phone setting adjusted
00087802	11/29/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087978	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087819	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087965	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087909	11/29/17	12/5/17	Phone	Screen unresponsive	Phone setting adjusted
00087924	11/29/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087900	11/29/17	12/30/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087824	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087976	11/29/17	11/29/17	Captions	Not accurate	Phone setting adjusted
00087823	11/29/17	11/29/17	Captions	Not accurate	Phone setting adjusted
00087788	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00087892	11/29/17	11/29/17	Phone	Answering machine isn't taking messages	Phone rebooted
00087869	11/29/17	11/29/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088158	11/30/17	12/6/17	Captions	Not working/starting	Phone setting adjusted
00088105	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088141	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted

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Case Number	Opened Date	Resolved Date	Reported Issue	Reported Issue Detail	Reported Issue Resolution
00088201	11/30/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00088228	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088076	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088095	11/30/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088080	11/30/17	12/11/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088219	11/30/17	11/30/17	Captions	Not working/starting	Phone setting adjusted
00088052	11/30/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088187	11/30/17	11/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088093	11/30/17	11/30/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088039	11/30/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088008	11/30/17	11/30/17	Phone	Can't make and/or receive calls	No Trouble Found
00088143	11/30/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088057	11/30/17	12/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088033	11/30/17	12/19/17	Phone	Caller ID not working	No Trouble Found
00088075	11/30/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088097	11/30/17	12/5/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088006	11/30/17	11/30/17	Phone	Answering machine isn't taking messages	No Trouble Found
00088102	11/30/17	11/30/17	Phone	Answering machine isn't taking messages	No Trouble Found
00088372	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088385	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088387	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088342	12/1/17	12/14/17	Captions	Not working/starting	Phone setting adjusted
00088361	12/1/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088289	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088376	12/1/17	12/1/17	Captions	Not working/starting	Phone setting adjusted
00088250	12/1/17	12/11/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088357	12/1/17	12/1/17	Phone	Answering machine won't play messages	Phone rebooted
00088232	12/1/17	12/1/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088252	12/1/17	12/1/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088382	12/1/17	12/1/17	Phone	Answering machine won't play messages	Phone rebooted
00088233	12/1/17	12/1/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088268	12/1/17	12/15/17	Phone	Screen unresponsive	Phone setting adjusted
00088263	12/1/17	12/1/17	Phone	Screen unresponsive	Phone setting adjusted
00088255	12/1/17	12/3/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088389	12/1/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088302	12/1/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088270	12/1/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088358	12/1/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088359	12/1/17	12/15/17	Captions	Not working/starting	Phone setting adjusted
00088355	12/1/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088315	12/1/17	12/19/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088318	12/1/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088293	12/1/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088304	12/1/17	12/1/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088375	12/1/17	12/8/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088417	12/2/17	12/2/17	Captions	Not working/starting	Phone setting adjusted
00088411	12/2/17	12/2/17	Captions	Not working/starting	No Trouble Found
00088399	12/2/17	12/2/17	Phone	Answering machine won't play messages	No Trouble Found
00088427	12/2/17	12/2/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088395	12/2/17	12/2/17	Captions	Not accurate	No Trouble Found
00088408	12/2/17	12/2/17	Phone	Can't make and/or receive calls	No Trouble Found
00088420	12/2/17	12/2/17	Phone	Can't make and/or receive calls	No Trouble Found
00088441	12/3/17	12/5/17	Captions	Not working/starting	Phone setting adjusted
00088457	12/4/17	12/12/17	Captions	Not working/starting	Phone setting adjusted
00088459	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088548	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088562	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088530	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088549	12/4/17	12/4/17	Captions	Not working/starting	Phone setting adjusted
00088503	12/4/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088604	12/4/17	12/12/17	Phone	Caller ID not working	Phone setting adjusted
00088467	12/4/17	12/4/17	Phone	Answering machine won't play messages	Phone rebooted
00088536	12/4/17	12/6/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088595	12/4/17	12/4/17	Phone	Answering machine won't play messages	Phone rebooted
00088610	12/4/17	12/5/17	Phone	Screen unresponsive	Phone setting adjusted
00088544	12/4/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088508	12/4/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088564	12/4/17	12/5/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088484	12/4/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088626	12/4/17	12/4/17	Captions	Not working/starting	No Trouble Found
00088579	12/4/17	12/4/17	Phone	Answering machine isn't taking messages	Phone rebooted
00088583	12/4/17	12/4/17	Phone	Can't make and/or receive calls	Phone setting adjusted
00088526	12/4/17	12/4/17	Phone	Screen unresponsive	Phone setting adjusted